

# OLWETHU GUNQWA

## Claims & Recoveries

## Court Bonds Administrator

2021

## ABOUT ME

I have a strong focus on business claims & recoveries, as well as administration and this has enabled a successful and very rewarding working experience for me, gained over the last 5 years. I have been actively involved within the insurance space where I assist in the general claims and recoveries of all commercial lines, personal lines and bonding operations to ensure desired quality of work, efficient levels of productivity, and satisfactory levels of customer service. I have also been moved around within our company to gain a wholesome experience within our Company, which includes but is not limited to Court Bonds, Short Term Insurance Claims and recoveries.



## CONTACT



065 861 2758



9103165222087



[gunqwaolwethu@gmail.com](mailto:gunqwaolwethu@gmail.com)



11th Road My Home, Unit 108



Single



Yes



Great Health

## SKILLS

Excellent interpersonal and customer service skills / Good negotiation, questioning and decision-making skills / Good planning and analytical skills / Excellent communication skills and confidence when dealing with people, often in difficult circumstances / Ability to think strategically and work well under pressure / Initiative and the ability to adapt quickly to different situations / Ability to use own initiative and still work in a team / Good negotiator and ability to hit deadlines.

## HOBBIES

Playing football.

Reading.

Continuously learning new skills.

## LANGUAGE(S)

Understand / Speak / Write:

English, IsiXhosa, Sesotho

## EXPERIENCE

### First Touch Communications (Pty) Ltd

2016-2019

Claims & Recoveries Department(s)

#### Office Administrative Duties:

1. Responsible for the effective handling of claims;
2. Register claims;
3. Appoint loss adjuster/assessors;
4. Negotiate settlements with adjusters/insurers;
5. Liaise with Insurers;
6. Rejection letters to clients;
7. Provide technical guidance to clients where required;
8. Handling of litigation matters;
9. Report to Management: UW & Claims areas of concern;
10. Information sharing within the company on large losses, statistics, trends and areas of concern;
11. Management of third-party claims, recoveries and salvage;
12. Administration of stolen and recovered vehicles;
13. Dealing with third-party and third-party recoveries;
14. Diarising payments and following up in cases of non-payment;
15. General office administration and ad-hoc projects (filing / faxing / emailing etc.)

### Liquidation Bonding Services (Pty) Ltd

2019-CURRENT

Liquidation Bonding Services has been a leader in the Court Bonds market for more than 30 years, making it the longest established company in its field.

Because the Company is a bespoke company, one of my main functions is to focus on our clients' direct needs and provide them with the highest quality of interaction and turnaround times.

## EDUCATION

### RE 1

2023

RE1 Regulatory Examination: FSP's and Key Individuals in all Categories of FSP's

### RE 5

2020

RE5 Regulatory Examination: Representatives in all Categories of FSPs.

### Inseta

2018

Short Term Insurance Qualification

### Penelopepe Oracle Secondary School

2011

Grade 12

## REFERENCE(S)



### Manager & Key Individual:

Tegan Sham-Yiannakis

079 197 0977

## EXPERIENCE *continued ...*

### Liquidation Bonding Services (Pty) Ltd

2019-CURRENT

My duties include but are not limited to:

#### Office Administrative Duties:

1. Typing of bond related documents (Sureties, undertakings and endorsements);
2. Capturing bond related information onto our inhouse IT system;
3. Distribution of bond related documents to clients/insurers;
4. Client queries.
5. Collecting mail (Post) and checking it to sort it accordingly;
6. Sorting post, giving to the relevant party along with Requisitions and other mail to lodge;
7. Checking mail against control sheet

#### Masters Office Liaison:

1. Following up on Certificates (Provisional & Final);
2. Amendments of incorrect Certificates;
3. Lodging and collecting of various Masters Office documents;
4. Assisting clients with their queries in respect of 80(bis) applications, adoption of resolutions, confirmations, requisitions, reductions, duplicate bonds, dormant bonds, releases and following up on new appointments that are not made yet or why a client was removed from a matter.

MOONSTONE

Uncompromised  
Independent



Financial Sector  
Conduct Authority

*Regulatory Examination  
Certificate*

407277

THIS SERVES TO CERTIFY THAT

Olwethu

Gunqwa

9103165222087

has successfully completed the  
RE1 Regulatory Examination: FSPs and Key Individuals in all Categories of FSPs

examination at  
JHB-Sandton Sinosteel Plaza

on  
13/01/2023



*Regulatory Examination  
Certificate*

**362148**

**THIS SERVES TO CERTIFY THAT**

Olwethu

Gunqwa

9103165222087

has successfully completed the  
RE5 Regulatory Examination: Representatives in all Categories of FSPs

examination at  
JHB-Sandton Sinosteel Plaza

on  
05/05/2021





### STATEMENT OF RESULTS

**Learner** : **Olwethu Gunqwa**  
**ID Number** : **9103165222087**  
**Title of Qualification** : **FETC: Short Term Insurance NQF L4**  
**Qualification ID** : **49929**  
**NQF Level** : **Level 04**  
**Date Issued** : **09 April 2018**

**Unit standards achieved:**

Unit Standard Code	Unit Standard Title	NQF Level	Credits
113911	Use an electronic system as a tool in an financial services text	Level 03	2
114943	Describe how to manage workplace relationships	Level 03	2
114985	Indicate how different needs lead to the development of different insurance products	Level 03	4
117117	Describe standard insurance cover in terms of SASRIA	Level 04	4
117121	Apply knowledge and insight into the Short Term Insurance Act (No 53 of 1998) and the accompanying regulations	Level 04	3
117127	Describe and apply the basic principles of personal income tax	Level 04	3
117133	Manage own work performance in relation to an organisation's performance management system	Level 03	2
117156	Interpret basic financial statements	Level 04	4
117158	Investigate ways of managing financial risk in own lives	Level 04	5
119265	Manage Risk in own work environment	Level 04	2

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Tumi Peele  
ETQA Manager



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**Unit standards achieved:**

Unit Standard Code	Unit Standard Title	NQF Level	Credits
119676	Apply the skills of customer care in a specific work environment	Level 04	4
120005	Demonstrate knowledge and understanding of personal motor insurance	Level 04	4
120011	Apply knowledge of personal all risks insurance	Level 04	2
120015	Demonstrate knowledge and understanding of house owners insurance	Level 04	3
120016	Apply knowledge insurance of household contents	Level 04	4
120019	Analyse new developments reported in the media that could impact on Short Term insurance	Level 04	10
120022	Apply knowledge of personal accident insurance	Level 04	2
120115	Apply technical and understanding of business insurance	Level 04	10
120118	Underwrite a standard risk in short term personal insurance	Level 04	6
120121	Apply technical knowledge and understanding of the cover provided under a Short Term Multi-Peril Insurance policy	Level 04	5

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**NQF Level** : **Level 04**  
**Date Issued** : **09 April 2018**

**Unit standards achieved:**

Unit Standard Code	Unit Standard Title	NQF Level	Credits
120124	Demonstrate knowledge of insurable risk	Level 04	3
120127	Demonstrate knowledge and understanding of issues of compliance or non-activity that could result in civil or criminal liability in terms of business law	Level 04	2
120128	Apply the law of contract to insurance	Level 04	3
12164	Demonstrate knowledge and insight of the Financial Advisory and Intermediary Services Act (FAIS) (Act 37 of 2002)	Level 04	2
13940	Demonstrate knowledge and application of ethical conduct in a business environment	Level 04	4
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues.	Level 04	6
8968	Accommodate audience and context needs in oral communication	Level 03	5
8969	Interpret and use information from texts	Level 03	5
8970	Write texts for a range of communicative contexts	Level 03	5
8973	Use language and communication in occupational learning programmes	Level 03	5

Tumi Peele  
ETQA Manager





**inseta**  
INSURANCE SECTOR EDUCATION  
AND TRAINING AUTHORITY

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**Qualification ID** : **49929**  
**NQF Level** : **Level 04**  
**Date Issued** : **09 April 2018**

#### Unit standards achieved:

Unit Standard Code	Unit Standard Title	NQF Level	Credits
8974	Engage in sustained oral communication and evaluate spoken texts	Level 04	5
8975	Read, analyse and respond to a variety of texts	Level 04	5
8976	Write for a wide range of contexts	Level 04	5
8979	Use language and communication in occupational learning programmes	Level 04	5
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life-related problems	Level 04	6
9016	Represent, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 04	4

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Tumi Peele  
ETQA Manager



REPUBLIC OF SOUTH AFRICA

# National Senior Certificate

Awarded to

**Olwethu Gunqwa**

Identity number 9103165222087

Subject	%	Achievement level
isiZulu Home Language	65	5
English First Additional Language	54	4
Mathematical Literacy	66	5
Life Orientation	64	5
Geography	40	3
History	50	4
Tourism	61	5
*****	***	*

This candidate is awarded the National Senior Certificate and has met the minimum requirements for admission to bachelor's degree, diploma or higher certificate study as gazetted for admission to higher education, subject to the admission requirements of the higher education institution concerned.

With effect from December 2011

*M.S. RALONETS*  
Chief Executive Officer

120 2191 1227 F



This certificate is issued without alterations or erasure of any kind



Council for Quality Assurance in  
General and Further Education and Training  
South Africa

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[See reverse for more information]