

TERMS OF REFERENCES FOR THE RECRUITMENT OF CLAIMS OFFICER

1. Background

Prime Life Insurance Limited is an insurance company, established in 1995 by Rwandan investors, a licensed life insurance company authorized by the National Bank of Rwanda (BNR). The Company is seeking to recruit a highly skilled, self-motivated and experienced person to fill the following position of Claims Officer.

2. Claims officer

Responsible for Claims activities for individual and corporate clients, claim analysis according to Prime Life Insurance Claims Policy, gathering all information related to clients, filling claim register and reporting.

3. Duties & Responsibilities

- Analyze applicants' data & Examining Claim
- Collecting background information and assessments of claim
- Verify the authenticity and accuracy of the documents supporting a claim
- Contact timely the Client/Claimant and advise them if there are any missing documents or information.
- Maintain with all correct information a register of all claims processed
- Operate claim software
- Evaluate Software-based recommendations
- Screen applicants on basis of set criteria
- Contact field representatives, medical personnel, and others to obtain further information
- Liaising with specialists to gather information and opinions
- Liaising with insurance brokers, agents and customers
- Assessing clients' background information and financial status
- Decide whether or not the claim is genuine
- Determine appropriate amounts of claim/benefit
- Keep detailed records of claims processed and decisions made
- Comply with applicable insurance laws and regulations
- To ensure confidentiality, and information security

4. Qualifications and Education Requirements

- Holding at least bachelor's degree in Actuarial Sciences, Data Sciences, Statistics or Mathematics
- Mastering IT tools
- Being Rwandan by nationality
- Age minimum: 25 years old
- Age maximum: 35 years old
- Experience of at least 1 year and above
- Language-Good in: Kinyarwanda, English and French.

5. Application procedure

Only Qualified Candidates should submit their application letter, Curriculum Vitae (CV) with proven work Experience, Copy of academic documents, and a copy of National Identification to Prime Life Insurance Ltd mail: hrmlife@prime.rw

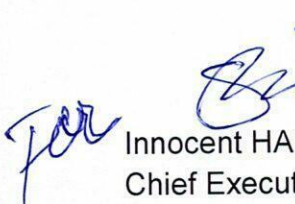

The deadline for submitting applications is fixed on 27th December 2024 at 4:00 PM.

Applications should be addressed to the Chief Executive Officer of Prime Life Insurance Ltd.

Only selected candidates will be contacted.

Done at Kigali, on 18th December 2024

Signed by:

Innocent HABARUREMA
Chief Executive Officer
Prime Life Insurance Ltd.