



## **MINENHLE MAFU**

### **Claims Adjuster**

#### **Education:**

- ACCA (Association of Chartered Certified Accountants) Jan 2022 - Dec 2025
- Certificate of Competence in Short-term Insurance - NQ4, Insurance Academy of Learning in South Africa 2022 - 2022
- Certificate in Reinsurance London School of Insurance 2021 - 2022
- Bachelor of Commerce Degree, Accounting and Finance University of Eswatini 2015 – 2020

#### **Professional Experience:**

- Claims Adjuster, Eswatini Royal Insurance Corporation Nov 2020 - Present (3 years 1 month)
- Customer Experience - Intellskill Consulting Jul 2023 Recognized for outstanding performance as part of the Customer Insight Squad, contributing to process improvement and customer-centric initiatives.
- Temp Claims Adjuster (Non-life Insurance), Eswatini Royal Insurance Corporation Sep 2019 - Oct 2020 (1 year 2 months)
- Intern - Non-life Insurance (Claims Department), Eswatini Royal Insurance Corporation Jun 2018 - Aug 2018 (3 months)
- Virtual Experience Program Participant – PwC
- Cost Accounting
- Insurance Fraud
- Risk Management