Marlise Mitchell-Lowe

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Professional Profile

Experienced insurance and business development professional with over 30 years in the short-term insurance industry. Skilled in client relationship management, claims handling, underwriting, and business development. Recognized for strong leadership, problem-solving abilities, and consistent achievement of sales and service targets. Awarded the **Golden Brokers Award (Santam)** for excellence in brokerage performance.

Core Competencies

- Loss Adjusting & Claims Administration.
- Client Relationship Management & After-Sales Service
- Underwriting & Risk Evaluation
- Business Development & Lead Generation
- Marketing & Portfolio Growth
- Office Administration & Team Support
- Report Writing & Documentation

Education & Certifications

- **Matriculation (1986)** – Gerrit Maritz High School, Pretoria North
- **Damelin** – 30 Credits (Commercial)
- **Insurance Learning Academy** – 151 Credits (Short-Term Insurance)
- **RE 5** Qualification

Career History

Achievements

- **Golden Brokers Award (Santam)** – Recognized for outstanding brokerage performance.
- Consistently exceeded sales and service targets across multiple organizations.
- Built long-term client relationships through trust, expertise, and after-sales care.

SDC Group – Receptionist & Underwriter

1987 – 1991

- Managed reception, underwriting, and claims administration.

John Joubert Insurance Brokers – Receptionist & Underwriter

1992 – 1994

- Handled reception, underwriting, claims, and commercial insurance support.

Multinet Insurance Brokers – Director, Commercial Insurance Department

1995 – 1998

- Led commercial insurance division and marketing initiatives.
- Managed underwriting and client servicing.

Apollo Brokers (Owner)

1999 – 2003

- Founded and managed brokerage firm, receiving **Santam Golden Brokers Award**.
- Oversaw client acquisition, claims handling, and after-sales service.
- Directed marketing strategies and ensured compliance with targets.

J F Lowe Insurance Loss Adjusters – Personal Assistant

2003 – 2010

- Managed claims, conducted site inspections, and prepared reports.
- Provided administrative and marketing support to the business.

Brolink – Claims Administrator

Dec 2010 – May 2011

- Registered and processed claims, appointed loss adjusters, and coordinated with clients.
- Acquired quotations and facilitated claim settlements.

Indwe Risk Services (Pty) Ltd – Business Development Executive

Jun 2011 – Mar 2012

- Built and managed client portfolios through lead generation and underwriting.
- Delivered tailored insurance solutions and ensured compliance with guidelines.
- Liaised with consultants, insurers, and executives to resolve client queries.

Nedbank – Business Development Executive

Apr 2012 – Aug 2014

- Generated leads and consistently met sales targets.
- Conducted risk evaluations and needs analyses for client portfolios.
- Ensured accurate underwriting and policy administration.
- Maintained detailed pipelines, spreadsheets, and development plans.

J F Lowe Insurance Loss Adjusters – Centurion

Assistant Loss Adjuster | Sept 2014 – Present

- Register and manage claims, conduct site inspections, and provide feedback to insurers, brokers, and clients.
- Prepare detailed reports.
- Support marketing initiatives to grow business visibility.

References

- **J F Lowe Insurance Loss Adjusters** – Owner Jos Lowe | 082 851 7045
- **Santam Complex Claims** – Louis La Cock | 082 824 4379