

Joan Claasens-Jackson

3 Kiaat Street, Overkruin, Heidelberg, Gauteng, South Africa, 1441

joan@geowild.co.za | www.geowild.co.za (Website) | www.linkedin.com/in/joan-jackson-156a5790

(LinkedIn) | https://www.researchgate.net/profile/Joan_Jackson6 (ResearchGate) | +27 (82) 455 5925

Specialist Risk Consultant and Non-Life Insurance Professional

Experienced; Managing Director, with a demonstrated history of working in the Management Consulting Risk Advisory industry. Dedicated and innovated professional, with more than three decades of technical and extensive experience establishing and managing non-life insurance business operations, liability concerns, operational risks & compliance (Regulatory), manage and lead multi-disciplinary projects.

An active business & product development, multi-national underwriter & claims professional, a Graduate Professional - holding an insurance designation awarded by 'The Insurance Institute of Ireland', and in compliance with CPD requirements. Robust career history, in-depth, proven track record, minimising risks and maximising profits, driving critical business decisions achieving quantifiable results - and skilled to successfully navigating corporations large and small (SMEs) through periods of accelerated growth, and able to drive growth by exploring new business opportunities as well as strengthening existing business partnerships and new start-up operations. I am tenacious and persistent; a collaborative communicator, with strong organisational & interpersonal skills and attention to detail.

- I am skilled in Negotiations, Investigative Proficiency & Problem Solving, Human Behaviour & Operational Hazards, Vision, Strategy, Execution & Leadership, Sales, Marketing & Claims Resolution, Business Planning, Operational, Change & Performance Management, Lean & Continuous Process Improvement, Stakeholder, People, Asset & Events Management, Insurance Broking, UMA, Captive & Binder Facilities, Microsoft Word.

Professional Experience

Geo Wild Consult (Pty) Ltd, Heidelberg, Gauteng, SA
Found Member | Managing Director, 2015 – Present

Manage and execution of the day-to-day business operations, risks, liabilities, financial & legal aspects (case studies), compliance (regulatory), and the research and maintenance of the scientific platform operating in various disciplines, focus on wildlife, people, asset, financial & lean management, the liaison with Government and other stakeholders.

Publish literature & develop new generation insurance products; underwriting criteria, protocol & statements, consulting & assessing insurance claims (mitigation, legal briefings & court appearances), structure new 'models' for risk management (liabilities) and protocol for the game industry applying wildlife science and manage the registered project 'Wildlife Risk Management' on 'ResearchGate' [scientific/academic platform – Germany].

Provide services as professional insurance & risk expert, training, presentations, workshops & seminars, risk improvement methods & professional negligence, fraud & behaviour risks, risk cultures, best practice models, a duty of care & treating customers fairly.

Comply with CBD requirements (non-life insurance). Lead various research programs, joint ventures with the private sector, Government, and financial institutions, and other stakeholders.

Volunteer work: Personal assistance for grade twelve learners 'Business Science Projects'.

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One Financial Services Holdings (Pty) Ltd, Johannesburg, Gauteng, SA Found and Manager of the Wildlife Division (Specialist division), 2012–2013

Professional experience: Day-to-day management, establish, develop, arrange, implement and execute - new start-up division within the company. Drive and maintain profitable premium income, market share growth, risk appetite reviews, sales & marketing strategies. Develop and execute training programs, provide technical support – staff|branch offices, brokers|brokerages, operational procedures, risk management, risk & claims analysis, underwriting methodology, rating models, incident|claims mitigation, case studies, legal aspects & compliance, protocol, contingency models and back-office support for brokers|brokerages.

Conduct, operational, change & performance management, lean & continuous process improvement. Assist the company's reinsurers and key individuals with analysis, reports, market scope, protocol on writing new classes of business, scientific profiling of wild animals, and negotiate insurable limits, terms & conditions for live 'Game Auctions', event and evacuation plan & risk assessment for life game auctions. Set up, execute and manage research programs, joint ventures (private sector, financial institutions, and cross-border operations).

Industry-first: Develop and successfully implement the 'Star-grading system' a scientific-based underwriting program for game farming.

Etana Insurance Company, Johannesburg, Gauteng, SA Found and Manager Tourism, Hospitality & Wildlife Divisions, 2011–2012

Professional experience: Day-to-day management, establish, develop, arrange, implement and execute - new start-up division within the company, networking programs (trade shows), cross border joint ventures, training, evacuation and loyalty programs.

Assist; the company's reinsurers and key individual with analysis, reports, market scope, protocol on writing new classes of business, regulatory risks and compliance - the legal and claims departments with incident|claim mitigations, case studies and assessments, provide technical support – staff|branch offices, brokers|brokerages. Launch new insurance products & product statements (niche market), a world-first – 'Wildlife Auction' all risk cover policy accepted by re-insurers.

Conduct, operational, change & performance management, lean & continuous process improvement, scientific profiling of wild animals, and negotiate insurable limits, terms & conditions for live 'Game Auctions', evacuation plans & risk assessments for life auctions. Showcase niche insurance products at the Africa networking Indaba's – Events management and workshops. Liaise with other Stakeholders, Provincial and Government departments, drive profitable premium & market share growth, based on risk management, applied science and risk improvements. Manage operational procedures and key business decisions achieving quantifiable results.

Volunteer work – travel to Botswana remote areas informing livestock farmers and locals about wild animal behaviour (predation).

Independent Business Owner Marnitzkraal Country Lodge, Limpopo Province, SA – Self-employed, 2009 – 2014

Owner of a small lodge, with various business, tourism and hospitality activities, upliftment projects, adding value to the local community, and past member of SATSA.

Volunteer work: Assist with firefighting (farmland-spread of fire), medical emergencies (snake bites, wild animal attacks), host meetings|workshops for WRSA Koedoesrand Chamber.

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**VEA Risk Consulting Pty Ltd (Underwriting Agency) | JC Risk Consultants (Brokerage), Heidelberg, Gauteng Province, SA
Found & Managing Director, 2004–2010**

VEA: An underwriting agency (dedicated authority), acting as a product owner with its own branded products, offices and brokers, accepting business. Develop, establish, manage, and maintain own branded non-life insurance products – wildlife, tourism, hospitality & leisure, loyalty programs & emergency evacuation services (both locally & across borders), homeowners associations (property) insurance, thatch risks with extended liability cover, cross-border business development, joint-ventures, training, risk & survey management| referrals to insurers and claims registrations | referrals to insurers. Boasting with nine (9) successful international trade shows; driving event management & workshops - 2010 Soccer World Cup, SA, (SATSA). Launch & successfully manage an employers liability group scheme, start-up of own in-house risk management and survey division.

The author of the first - 'All Risk of Mortality policy for Wildlife (SA)'.
JC Risk (brokerage): Participate in general non-life insurance business and services both, personal and commercial classes (agricultural), aviation, marine and health insurance.

Additional Experience

- Independent General Short-term Insurance Broker (Non-Life) - Joan Claassens & Associates
 - Various Positions - Santam Insurance Company | Mutual & Federal Insurance Company
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Education and Credentials

- Designation: APA (2019) Commercial Personal General Insurance Insurance Institute of Ireland - NQF 7 Professional Membership (01232061)
- HCII - Higher Certificate in Insurance (SA) – University of SA (UNISA) 2009
 - Centre for Business Management
- Held office as Vice President | President of the Insurance Institute of the Free State (SA) - (2002/2004) – Board Member IISA

Certifications

- Regulatory Representative (SA) | Advanced Risk Management | Advance Liability | Aviation Insurance | Travel & Leisure Insurance | Health Insurance | Group Schemes | Art of Salesmanship and Customer Services
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Honours & Awards

- National Award - Best Achiever for Motor Schemes – Santam Insurance Company
 - Best Achiever for New Business - Prestasi Insurance Brokers
 - Santam Broker of the Year (Bronze Certificate) |
 - Santam Broker of the Year (Diamond Award)
- Businesswoman 2000 – Organisation | Winner of the Annual Achievement Award: Successful Woman in Business
 - IBC Outstanding Achievement Award – Commercial Training Program
 - IBC (10) Year Membership Award – Gold
- Insurance Institute of the FS: Honoured for (15) Years or more Service to the Insurance Industry
 - Honoured for (20) Years of Service to the Insurance Industry
 - SATSA: Outstanding Service Award
 - SAUEO: Best Services Provider – Business Support
 - WRSA: Contribution to the Wildlife Industry Award
 - WRSA Merit Awards: (2) Two Consecutive Years