

### Role Profile

<b>Position Title</b>	Credit Control Associate
<b>Role Holder</b>	
<b>Reports To</b>	Credit Control Senior Manager & Assistant Manager
<b>PRA/FCA Approved Person Category(ies)</b>	N/A
<b>Date</b>	July 2024

### Overall role

- **Control the Assumed Payments Function & associated tasks for allocated accounts.**
- **Assist with other Credit Control team projects as required.**
- **Perform credit control duties on allocated Outwards Reinsurance accounts.**
- **Have an awareness of the Treating Customers Fairly (“TCF”) and Conduct Risk strategies.**
- **Have an awareness of Data Protection legislation, including the Data Protection Act and the General Data Protection Regulations.**

### Key Responsibilities and Competencies

- 1) Perform credit control duties on allocated Outwards Reinsurance accounts.**
  - Collect outstanding balances from brokers & reinsurers in accordance with company goals
  - Be the first point of contact for the Reinsurance Team regarding Reinsurance Collections and work with Reinsurance Technicians and legal department to reply to queries and resolve disputes.
  - Build a strong relationship with brokers and get regular updates through in person and virtual meetings
  - Reconcile and validate debt ledger prior and post migration of new portfolios
  - Adherence to the procedures in respect of the above as per the Standard Operating Procedures (SOP’s)
  - Report regularly on collection progress and broker action points
- 2) Control the Assumed Payments Function**
  - Timely reconciliation of payment schedules, broker statements and company accounts to enable prompt payment of due balances.
  - Regular and accurate reporting of all assumed payment backlogs and any serious issues/complaints as they arise.
  - Adherence to the Assumed Payment Procedures within SOP’s
  - Complete and report on all projects as allocated.
  - Complete the monthly drawn LOC reconciliations.

- Prepare monthly Claims Processing List for expected workflow and book in Currency totals to cover payments with Cashiers.
- Review assumed transactions for payment & collection.
- Handle claims recovery payments within the Credit Control system.

**3) Assist with other Credit Control team projects as required.**

- Assist with other Credit Control & Reinsurance team projects as required
- a. Assist with Credit Control & Reinsurance team company & department goals, and any ad-hoc requests

**4) Have an awareness of the Treating Customers Fairly (“TCF”) and Conduct Risk strategies.**

**5) Have an awareness of Data Protection legislation, including the Data Protection Act and the General Data Protection Regulations.**

**On a temporary or permanent basis, you may be required to undertake other duties in addition to, or in substitution of, those listed in this role profile**

**Direct Reports**

None

**Internal Relationships**

All departments but particularly Reinsurance, Claims, Legal and Finance

**External Relationships**

Third party service agents, legal representatives, Liquidators or Insolvent companies, brokers, cedant companies

**Authority to Act for the Company**

N/A

**Conduct Rules**

The regulatory Conduct Rules set minimum standards of individual behaviour in financial services:

- You must act with integrity
- You must act with due care, skill and diligence
- You must be open and cooperative with the FCA, the PRA and other regulators
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct where applicable



- All Conduct Rules staff to 'act to deliver good outcomes for retail customers' where the activities of the firm fall within the scope of the Duty

### **Conduct Standards**

All employees are expected to abide by the RiverStone Code of Conduct

### **Competence - Desirable Experience**

- Around 5 years credit control experience

### **Knowledge**

- The operation of international insurance markets with particular regard to run-off
- Knowledge of sanctions in place impeding the payment process
- Knowledge of major market claims
- Market procedures for the settlement of reinsurance balances
- Credit control procedures
- Working knowledge of main company systems

### **Skills**

- Planning and implementation
- Communications
- Analysis
- Diligence
- Interpersonal
- Accuracy
- Team player
- Reporting
- Complex account reconciliations

Confirmed as an accurate description of the function

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Role Holder

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Date

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Manager

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Date