

## **Erik Harkema – Head: Actuarial**

### **Executive summary**

Erik Harkema is a qualified actuary with more than 25 years' experience. His experience ranges from pricing, product development, data management, data analytics to claims optimisation.

Before joining Evening Flame Management and Consulting he was Head of Pricing and Head of Central Analytics at two large South African short term insurers. He assisted in building pricing models for personal lines and cell captive products and reduced claims spend and claims fraud by applying predictive models. Currently he is consulting for another large insurer embedding a Data Governance Framework and creating their Data & Analytics strategy.

He has successfully managed teams ranging from actuarial specialists, BI specialists to Claims and Data generalists.

### **Key career accomplishments**

- Implemented a predictive model in personal motor insurance that improved the fraud prediction by 75%
- Implemented various claims savings initiatives on glass, car hire, towing, and bike repairs
- Created Target Operating Models for various disciplines including pricing, claims procurement, MIS, data governance and central analytics
- Created MIS reporting and dashboards for performance tracking on Personal and Commercial lines
- The modelling, projection, implementation and tracking of various motor claims cost saving initiatives (i.e. glass, car hire, towing, salvage, alternative parts and bike repairs)
- Built a business case, received funding and implemented a Proof of Concept for a Data Lake
- Often act as Project manager and Coordinator on special projects between Actuarial, Business, Operations and IT teams
- Acted as the reinsurance actuary for a joint venture between Hollard and Discovery that created an innovative and market leading telematics-based motor insurance product
- Industry representative on various South African Insurance Association (SAIA) motor committees and received their "Chairman of the year" award
- Previous representative on the SAIA Insurance Data System steering committee
- Various previous roles on the Actuarial Society's Short-Term Insurance Committee (STIC), chairman of the education committee, convenor, speaker and panel leader.
- Previous examiner and tutor for two actuarial subjects; Modelling and Pricing up to Fellowship level

### **Professional Experience**

- Director: Evening Flame Management and Consulting.
- Bryte Insurance Company: Consulting as Chief Data Officer overseeing Data Governance and Business Intelligence and Special Projects
- Mutual & Federal (rebranded as OMinsure): Head of Central Analytics
- Mutual & Federal (rebranded as OMinsure): Head of Claims Procurement and MIS
- Hollard: Special Projects Actuary
- Hollard: Head of pricing and product development
- Sage Life (now Momentum): Risk Manager Employee Benefits

### **Education, Certification, Memberships**

- B.Sc (Statistics and Actuarial Science) Cum Laude
- Fellow of Actuarial Society of South Africa