



Afya Yetu. Bima Yetu.

NATIONAL HOSPITAL INSURANCE FUND  
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P.O. BOX 76963 - 00620,  
MOBIL PLAZA

HF/RK/HR/2/ VOL.XI/77  
18/06/2021

TO WHOM IT MAY CONCERN

**RE: RECOMMENDATION LETTER: BRAVIN SHUMWE OUNZA**

This is confirmation that Bravin Shumwe Ounza did his internship program at the National Hospital Insurance Fund; Ruaraka Branch in various Departments for 2 months from 26<sup>th</sup> April 2021 to 18<sup>th</sup> June 2021 in the capacity of attaché.

During his Internship he demonstrated high levels of reliability, punctuality and excellent communication skills. In addition to being goal oriented as well as a team player, his devotion and responsibility towards his work were highly commendable.

He was exposed to the following areas:

- Software installation and configurations (operating systems, security dongle, ARCSOFT Photo Studio, QVT/Term, antivirus etc.).
- Installation and configuration of networking equipment.
- Setting up user workstations.
- User support on windows workstations.
- Carrying out routine checks, updates and uploads on claims and account records.
- Receiving, recording and capturing of members' registration forms.
- Registering new member in the Scheme.
- Physical and System filing of Registration and Amendment forms.
- Receiving and processing claims from NHIF accredited facilities for payments.
- Scanning, merging member photos and printing NHIF member cards.
- Customer care services (Handling client's Complaints & Queries)
- Sorting and filtering of the checked and unchecked claims using Microsoft Access and Excel logically.

He demonstrated from early in his tenure that he was well organized and thrived under adversity. He is efficient, diligent and punctual in his work thus helped to achieve set deadlines.

I would therefore highly recommend him for any position. I feel confident he would be valuable asset to your organization and wish him success in his future endeavors.

Yours faithfully,

**NICK TSUMA**  
**BRANCH MANAGER - RUARAKA**