

Fraud in the Insurance Industry

Garth de Klerk

"Partnership towards curbing fraud, waste and abuse" #fwasummit

The Insurance Crime Bureau:

Vision:

The Insurance Crime Bureau was established in 2008, to be the intelligence hub, and leading authority on organised crime, operating within the Insurance Industry.

Mission:

The Insurance Crime Bureau aims to achieve its vision through the consolidation of multiple data sources, the deployment of relevant and specialised skills along with unique technology, all to promote collaboration and provide intelligence to detect and prevent insurance related fraud and crime...with the end goal of obtaining convictions and recoveries.



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INSURER MEMBERS





AIG





cib





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INSURER MEMBERS

FRAUD, WASTE & ABUSE

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CMS

Hollard.

OAKHURST INSURANCE COMPANY LIMITED We <u>Really</u> Care, We Deliver







A subsidiary of MMI Holdings



INSURER MEMBERS

FRAUD, WASTE & ABUSE





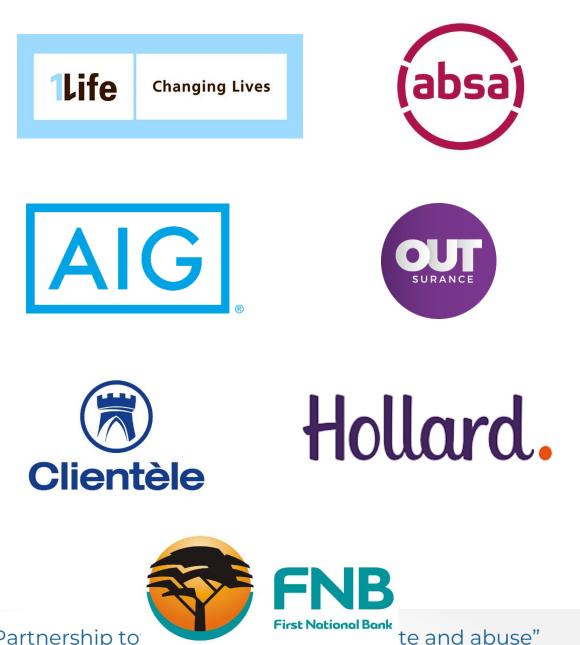




"Partnership towards curbing fraud, waste and abuse"

#fwasummit

LIFE **INSURER MEMBERS**



FRAUD, WASTE & ABUSE 69 CMS

"Partnership to

#fwasummit

WORKING TOGETHER TO DETECT AND PREVENT **INSURANCE FRAUD.**









ASSOCIATE **MEMBERS**

M HAWK TRACETEC

TRACKING | RECOVERY | FLEET MANAGEMENT



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- ✓ Business Against Crime South Africa (BACSA)
- ✓ South African Insurance Association (SAIA)
- South African Fraud Prevention Services (SAFPS)
- ✓ South African Police Services
- ✓ Cross Border Police Forces
- ✓ Directorate of Priority Crime Investigation
- National Prosecuting Authorities & Asset
 Forfeiture Unit
- ✓ Gauteng Department of Roads and Transport
- Road Accident Fund
- ✓ South African Revenue Services
- ✓ National Department of Health



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Our Stakeholders:

- ✓ Tracking companies.
- Micro dotting companies.
- ✓ Vehicle rental companies.
- ✓ IAATI
- National Association of Automobile
 Manufacturers Association Vehicle Crime
 Committee
- ✓ South African Banking Risk Industry Council
- ✓ Financial Services Board
- ✓ Financial Intelligence Centre
- ✓ Credit Bureaus
- ✓ Salvage dealers
- Zonke Unicode and many others

What do we do?





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Combatting Organised Crime Syndicates within...

- ✓ Motor…
- ✓ Non-Motor...
- ✓ Commercial...
- ✓ Life & Funeral...
- ✓ General...Staff, Service Providers, Brokers, Government etc...
- ✓ Insurance Fraud Line...



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Types of Investigations:

- ✓ Serial / Habitual Claimants...
- ✓ Incident staging...
- ✓ Hijacking & Theft...
- ✓ ID Theft \ Impersonation...
- ✓ Fast Track claims...
- ✓ Walking Dead…
- ✓ Murder for Money…
- ✓ Broker Fraud…

- Corruption involving Staff, Service Providers, Clients, Brokers and Assessors...



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Types of Investigations:

- ✓ Organised Crime Involvement
- ✓ ID Theft
- ✓ Fast Track claims
- ✓ Serial/ Habitual Claimants
- ✓ Incident staging
- ✓ Walking Dead
- ✓ Broker Fraud, Doctors & Service Providers
- \checkmark Huge opportunity for fraud due to commercial policy values.
- \checkmark Vague and incomplete data of insured items.
 - ✓ As values are higher than personal lines surely it makes sense to have MORE detail?

e's mo

s the family

fraud



Life Surance

Cover you nd

Conclusion

It takes a community with a common cause to be truly successful...



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The Insurance Crime Bureau

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