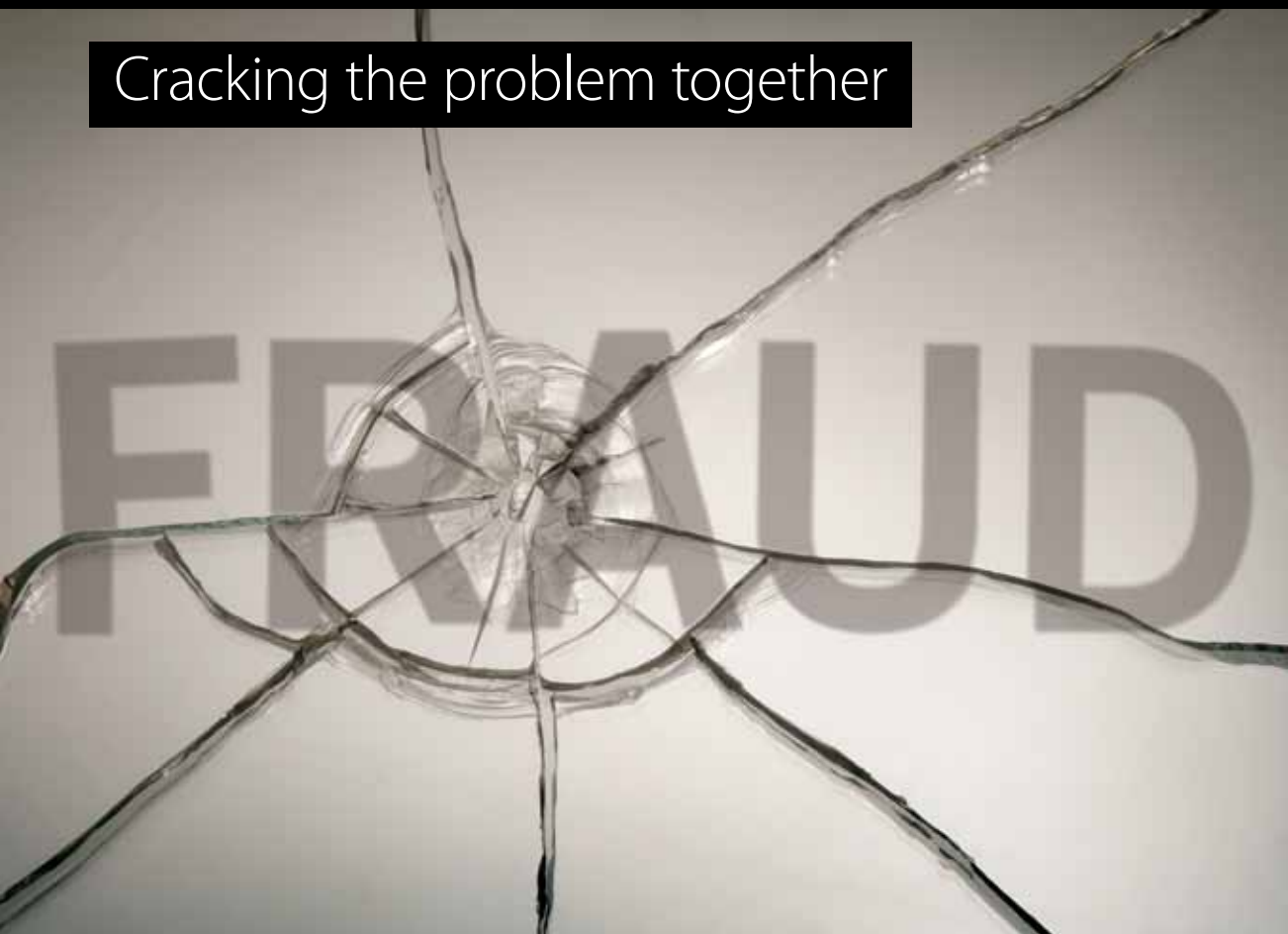


FRAUD 2011

20th October 2011, Millennium Hotel London Mayfair



Cracking the problem together



New for 2011!

- What lessons can UK insurers learn from their European counterparts?
- Social media and fraud: do the benefits outweigh the risks?
- Analysing fraud trends across business lines: motor, health, travel and property
- How has the recession impacted online application fraud?
- Looking to the future: what are the impending threats and how can these be diminished?

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This event has been accredited by the CII and can be included as part of your CII CPD requirement should you consider it relevant to your professional development needs.

Speakers



Ray Collins
director, Health Insurance, Counter Fraud Group



David Phillips
counter fraud specialist, NFU Mutual



Steve Phillips
head of fraud services, Legal & General



Nick Mothershaw
director of fraud and identity solutions, Experian Decision Analytics



Nick Starling
director of general insurance and health, ABI

Sponsors



Fraud 2011

Dear Colleague

The cost of undetected insurance fraud to the industry – and honest policyholders – has continued to rise, reaching an estimated £5.2 million every day. Despite some high-profile prosecutions, the spectre of organised fraud continues to haunt the industry, with fraudsters becoming increasingly innovative. The shape of opportunistic fraud is also changing, with online application fraud increasing by an estimated 60% in the first quarter of 2011.

These shocking statistics show how important it still is for insurers to work collaboratively, both with each other and with their partners across the value chain, to crack down on fraud.

Post's industry-leading Fraud conference will once again provide the most productive forum in which to discuss these collaboration

initiatives. Representing key lines of business – property, health, travel, and motor – it will unite the industry in the fight against fraud. You'll hear from expert speakers, network and discuss shared challenges with your peers, returning to the office better equipped to design and implement effective fraud prevention strategies.

I look forward to meeting you at the conference in October.



Jonathan Swift
editor in chief, Post Magazine
Conference chairman

Who you will meet:

- Claims Controller
- Claims Director
- Counter Fraud Manager
- Director of Fraud
- Fraud Manager
- Fraud Investigation Officer
- Head of Investigation
- Senior Claims Adjuster
- Special Investigations Manager
- Technical Claims Manager



The Insurance Fraud Awards 2011
5 October, River Bank Park Plaza London

Returning for their 3rd year, these prestigious awards will provide a spectacular opportunity for the entire profession to showcase and celebrate best practice, innovation and excellence within the UK.

Tables are selling fast, for details visit:
theinsurancefraudawards.co.uk

Venue Details

Millennium Hotel London Mayfair
44 Grosvenor Square, London
W1K 2HP
United Kingdom
Phone: +44 (0) 20 7629 9400



Programme

20th October 2011

8.30 Registration opens

9.30 Chairman's welcome

9.35 **Cross industry collaboration and data sharing: what is it really achieving in the prevention of insurance fraud?**



In this panel session, industry experts will reflect upon recent changes and developments in cross-industry data sharing, paying particular attention to the relationship between the insurer and claimant solicitor communities.

- Insurers are constantly being encouraged to take part in data sharing activities to assist in the fight against fraud. How can the results of this investment be quantified?
- As the scope for data sharing across different organisations develops, what boundaries is the insurance industry implementing to guarantee sufficient reciprocity and interoperability of information exchange?

Panellists include:

David Bott, president, APIL

Glen Marr, director, Insurance Fraud Bureau

John Spencer, deputy chairman, Motor Accident Solicitors Society

10.05 **European Fraud: the same but different?**

- Similar problems, different approaches? Are there lessons for UK insurers to learn from the ways in which European countries have approached similar insurance fraud issues?
 - What are UK insurers doing to educate their European counterparts on issues such as cash-for-crash?
 - Going forward, should the UK emphasis on a collaborative approach to fighting fraud be extended to encompass a wider geographical reach? Is this possible given differing country regulations and compliance guidelines?
-

10.35 Questions and comment

10.45 Coffee and networking

11.15 **Interactive Workshops**

Sector focus: In these workshops industry experts will provide delegates with the chance to participate in in-depth discussions on issues specific to their particular insurance sector.

Workshop 1: Travel and Healthcare Insurance

- How are travel insurers and health insurers working together to combat the rising trend in fraudulent medical emergency claims?

Ray Collins, director, Health Insurance Counter Fraud Group

Simon Peck, head of investigations and medical advice, Axa PPP Healthcare

Workshop 2: Motor Insurance

- Dealing with the rise of fronting in motor fraud

David Phillips, counter fraud specialist, NFU Mutual

Workshop 3: Household Insurance

- Examining the trend towards 'gadget upgrade fraud'

Steve Phillips, head of fraud services, Legal & General

12.00 **Social Media and Fraud - obtaining the evidence and avoiding the pitfalls**

- Utilising social media - DPA and IT Governance
- Converting intelligence into admissible evidence
- Avoiding the pitfalls & protecting your brand
- Do the benefits outweigh the risks?

Simon Hammond and Naomi Grant, partners, Berryman's Lace Mawer

12.30 Questions and comment

12.40 Lunch

Register now

Phone: **020 7968 4529**

Email: **james.cooper@incisivemedia.com**

Web: **postevents.co.uk/fraud**

13.40 Industry updates – looking to the future



Delegates will receive three individual ten minute updates on the progress of several key industry initiatives for the prevention of insurance fraud, and how these initiatives will be developing in the future. Speakers will then form a panel discussion chaired by Post's editor in chief Jonathan Swift.

Panel session:

- As plans and initiatives become more advanced, insurers need to look to the future. What are the future potential threats and how can they be diminished?
- With recessionary government cuts hitting the justice system hard, how far will insurers have to go in funding new projects, and how will these investments be guaranteed?

Steve Foulsham, technical services manager, BIBA

Nick Starling, director of general insurance and health, ABI

14.40 Questions and comments

14.50 Afternoon coffee and networking

15.30 Confronting first party application fraud



First party fraud is costing the insurance industry an estimated £532 million a year, and with the continued growth of online purchasing, reducing this figure presents a significant challenge for the insurance industry.

- What technologies can be implemented to increase the focus on qualified intelligence and facilitate better pre-policy validation without alienating trustworthy customers?
- How has the recession affected the profile of a potential fraudster? Is there a typical data profile for an opportunistic fraudster?

Nick Mothershaw, director of fraud and identity solutions, Experian Decision Analytics

16.00 Panel session: approaching fraud from all the angles



The rising number of channels for insurance distribution has led to an increase in the number of means by which fraud can be committed. How can insurers work with these different parties to cover all the bases?

- What fraud considerations should insurers be implementing if they are providing quotes through aggregators?
- How can the industry work with brokers to crack down on 'ghost broking'?
- Examining the role of brokers and aggregators in breaking the fraud cycle

Panellists include:

Neil Cook, head of specialist risks, TR Youngs
Nick Mothershaw, director of fraud and identity solutions, Experian Decision Analytics
Steve Sweeney, head of motor insurance, Moneysupermarket

16.30 Questions and comments

16.45 Close of conference

Who attended last year:

- Acromas Insurance
- Ageas
- Agrical
- Ajai Security Service
- Allianz Insurance
- Amlin UK
- Audatex UK
- Avis
- Beachcroft
- BLG
- Brit Insurance
- Cega Group Services
- Chartis Insurance
- Cifas
- Clarke Willmott
- Copart UK
- Crif Decisions Solutions
- Cunningham Lindsey
- Detica
- DWF
- Eldon Insurance Services
- Entity Group
- Equity Claims
- ESRI UK
- Europcar UK Group
- Everatt & Company
- Experian Payments
- First Central Insurance Management
- Fraud Screen
- Interglobal
- Interiura
- Keoghs
- LV=
- Merlin Claims
- Morgan Cole
- Phoenix Liability Services
- Questgates
- Simpson And Marwick
- Topping Partnerships
- VFM Services
- Weightmans
- Woskow Brown

Last Year's Event:



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Berryman's Lace Mawer

As a national law firm with nine offices across the UK, BLM has the capability to identify, investigate, defend and prosecute the full range of fraudulent claims. Our approach combines the highest level of quality with tight case management procedures, project management and niche process expertise. As a leading insurance law practice, acting for the UK's largest insurance companies, we work hand in hand with our clients to understand their present and historic challenges and their current philosophy on fraud. Through this partnership approach we apply our unique methodology and vision to all stages of the risk management and claims process to deliver a bespoke fraud solutions service.



For more information visit blm-law.com

Experian Identity and Fraud provides the data, expertise and technology to enable our clients to build trusted relationships with legitimate customers at every point of contact. Our clients use our solutions to manage risk and prevent fraud, improve customer acquisition and retention, improve operational efficiency and meet compliance and best practice obligations.

For more information visit experian.co.uk/business-services/fraud-prevention.html

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Alarm is the public risk management association, representing the interests of almost 1,700 public service risk practitioners. Alarm's mission is supporting excellence in public services through developing and establishing best practice in public risk management, representing the interests of public service risk practitioners and promoting excellence in the use of risk management. Members have access to a network of fellow risk professionals in public services and unique access to public risk management news, information and professional development opportunities.

alarm-uk.org/default.aspx



Fighting Insurance Fraud. The Insurance Fraud Bureau (IFB) are committed to working collaboratively to protect honest customers from the effects of fraud.

insurancefraudbureau.org

A limited number of commercial opportunities are still available at this event.

To discuss the options available please contact Sajeeda Merali on 020 7316 9765 or email sajeeda.merali@incisivemedia.com

To register for this event please complete your details

20th October 2011, Millennium Hotel London Mayfair

1st delegate

Title	First name
Surname	
Job Title	
Company	
Address	
Town	Postcode
Tel	Fax
Mobile	
Email	

2nd delegate

Title	First name
Surname	
Job Title	
Company	
Address	
Town	Postcode
Tel	Fax
Mobile	
Email	

Invoicing contact (if different from above)

Title	First name
Surname	
Job Title	
Company	
Address	
Town	Postcode
Tel	Fax
Mobile	
Email	

Your head of department's details

Title	First name
Surname	
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Department	
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No. people in department	
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Booking options

Please insert number of delegates attending in the relevant box

Insurer & Claims Club member rate

If booked by 9 September 2011

£495 + VAT*

If booked after 9 September 2011

£595 + VAT*

Post subscriber rate

If booked by 9 September 2011

£625 + VAT*

If booked after 9 September 2011

£725 + VAT*

Standard rate

If booked by 9 September 2011

£695 + VAT*

If booked after 9 September 2011

£795 + VAT*

Total amount to pay:

*VAT charged at 20%

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- Please make cheques payable to Incisive Financial Publishing Ltd
- If a cancellation is made after this time, no refund can be made but a substitute delegate will be welcomed. Please advise the organisers of any changes
- All cancellations must be made in writing and will be acknowledged in writing by Incisive Media
- Due to circumstances which may be beyond its control, Incisive Financial Publishing Ltd reserves the right to make changes to the programme and/or speakers without prior notice
- Special Group discounts: Please call 020 7968 4529
- Please note, lunch, tea and coffee are included in the cost of the event
- Insurer Rates apply to representatives of FSA registered insurance companies and brokers and members of Post Magazine's Claims Club. Standard Rate applies to all other delegates providing insurance services, including – but not limited to – loss adjusters, law firms, software houses and consultancies.

Venue Details: Millennium Hotel London Mayfair, 44 Grosvenor Square, London, W1K 2HP

For any additional information, please contact

the organisers:
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SW1Y 4RX
Tel: +44 (0) 20 7004 7448
Email: postevents@incisivemedia.com

Please tick this box and return this page if you do not want to receive details of special offers which may be of interest to you

How to register

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2011

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