



Insurance
INSTITUTE OF EAST AFRICA

MOTOR INSURANCE FRAUD TRAINING



**In-House
Training**



International Fraud
TRAINING GROUP

Accredited

Motor Insurance Fraud Training

Insurance Fraud in Kenya

Insurance fraud remains a complex and most significant risk affecting operations of insurers and intermediaries. The IRA considers such incidences of insurance fraud as being out rightly criminal in nature. IRA recorded 93 cases of fraud involving Sh324 million in 11 months up to November of 2015 compared to 88 involving Sh102 million in 2014. Motor and medical insurance classes were the most affected segments of the industry that accounted for more than half of the reported cases. High levels of fraud have the effect of pushing up the cost of premiums as insurers look to protect their margins.

It is estimated 25% of insurance industry income is fraudulently claimed. It is also estimated 30% of the motor insurance claims are fraudulent and that 40% of all medical claims are fraudulent. Fraud cases in Kenya's insurance sector rose 60% in the first three months of 2016 compared to a similar period in 2015. Motor insurance classes proved to be the most vulnerable to insurance fraud, with a total number of 18 fraudulent claims reported amounting to Sh52.4 million and these are only the detected ones otherwise numerous go undetected.

The Insurance Institute of East Africa (IIEA) is committed to providing quality insurance fraud and investigative training to all insurance personnel from the claims and underwriting departments to the internal Special Investigation Units (SIU) and third party investigators to Agents & Brokers. Our training programs provide the knowledge to identify, investigate and combat insurance fraud.

About Insurance Institute of East Africa (IIEA)

The Insurance Institute of East Africa (IIEA) is a leading provider of insurance education across the various functional areas of the insurance industry. IIEA is a National Industrial Training Authority Approved Training Provider under Ref: NITA/TRN/1365

IIEA has partnered with leading global providers of insurance education to offer a wide range of professional insurance qualifications developed by industry experts. The partners include the Insurance Institute of America (The Institutes), Cambridge International College (CIC) Britain, Australian and New Zealand Institute of Insurance and Finance (ANZIIF), International Fraud Training Group (IFTG) and the Institute of Chartered Shipbrokers to offer world class professional qualifications, designations, certifications and insurance fraud management programs to the insurance industry in East Africa. These programs are highly regarded across the industry and provide learners with the skills and knowledge to succeed in their careers across functional areas of the insurance industry.





Accreditation.

The course is accredited by the International Fraud Training Group (IFTG) of USA. The International Fraud Training Group (IFTG) is a full-service Insurance training and consulting firm providing training and compliance services throughout the World. It is one of the largest privately-held companies in the industry, offering structured programs for insurance carriers, self-insured's, and third-party administrators. The Insurance Institute of East Africa is the exclusive provider of IFTG's fraud training programs in East Africa.

Purpose

The course is designed to equip the delegates with the knowledge to identify, investigate and combat motor insurance fraud.

Suitability

This course is suitable for: -

- Underwriters - **Prevention is better than cure.**
- Claims Professionals
- Sales Teams (Business Development)
- Insurance Brokers
- Loss Adjusters
- Agents

Day One

Introduction to Insurance Fraud

Delegates will learn what insurance fraud is, who and what insurance fraud affects, the cost and widespread of fraud, example and consequences as well as efforts to reduce fraud and who might commit this crime. They will also learn how an adjuster may handle a suspect claim, how to identify a suspected claim, as well as learning the indicators of insurance fraud.

Motor Vehicle Fraud - Auto Theft and the Investigation

With the economy dwindling, insurance fraud for auto theft has increased as people will either perform or have someone else burn, dump, or strip their automobile to get from underneath the monthly payment.

Participants will learn what auto theft is, how to investigate it, the current trends in theft schemes, and examples of true theft claims. They will also be taught what investigation tools are available to them, and bring them up to speed on all of the anti-theft measures out there today.

By laying a foundation of product understanding, participants will be prepared to recognize, combat, and even deter insurance fraud in these lines. They will be provided with real-world examples, terminology, red flags, and investigative techniques for front-end (premium and application) fraud, claimant/beneficiary fraud, and get-rich-quick schemes.

Automobile Premium Fraud

Participants will be provided with the knowledge of what premium fraud is within the automobile insurance industry. They will also learn how the fraud can be initiated by agents and brokers, as well as the insureds. They will also learn who it affects, how it is conducted, and what measures can be taken to combat it.

Body Shop & Repair Shop Fraud

This course will provide the participants with knowledge of how a body shop or repair shop defrauds the insured and insurance company from the onset of an automobile accident or comprehensive loss.

It will also familiarize them with the types of scams that are common in luring the insured to a particular shop after a loss, as well as the scams performed on a vehicle prior to an adjuster's review and scams performed on the vehicle once the repair process begins. It will also provide techniques to use against the shops committing the fraud and to provide information on how to prevent and deter shops from committing fraud.

Day Two

Staged Automobile Accidents

The participants will be provided with the knowledge of staged automobile accidents, the common types of staged accidents, how they are performed and how to identify them. They will also be provided with Staged Accident indicators as well as the role of the claims professional will need to perform.

They will obtain the process and knowledge of a staged accident field investigation. It will also enhance the understanding of the participants concerning the parameters of a field investigation and what relevant factors are being collected. The curriculum will explain how the claim is set up from policy inception to the date of the actual loss. This will enhance the participant's knowledge of staged accidents which will facilitate in mitigating the claim.

Windshield/Glass Fraud

This course will provide the participants with knowledge of a growing trend called Glass Claims. We will tell them how these types of claims are committed and by who. We will show them how the perpetrators are performing these claims. We will also provide them with the information to make a referral to their SIU and we will provide them with some success stories of actual cases.

Fraud Risk Management

An effective fraud risk management approach encompasses controls that have three objectives namely Prevention, Detection and Response. Participants will learn in detail about those objectives and their application in fighting fraud.

The Use of Surveillance in an Insurance Investigation

This module will provide the delegates who conduct insurance investigations with knowledge of the insurance professional's intention for surveillance. They will also learn what a claims professional should provide the investigator as well as when and how they utilize surveillance in the course of an insurance investigation. This course also shows what is required from the claims professional to initiate the surveillance, what is needed from the investigator, what can occur during the investigation and what should be expected from the surveillance.

Course Delivery

Training is performed by senior IIEA experts with many years' experience in Fraud matters. The course combines formal but highly interactive lectures and group discussions.

Course Summary

Location:	To be provided by Client
Duration:	2 Day
Fee:	Ksh 23,500 + VAT Per Delegate
Dates:	Open

For long time career development we offer the following qualifications in Insurance Fraud and Investigations:

- Insurance Fraud Certified Level 1,2 and 3
- Private Investigator Diploma
- Certified Insurance Anti-Fraud Professional (CIAFP)

INSURANCE FRAUD IS REACHING NEW PEAKS

**COMBATTING
IT DOESN'T
HAVE TO BE
CHALLENGING**



With the cost of Insurance Fraud reaching hundreds of millions of shillings annually, IIEA provides the resources to Combat Insurance Fraud through Education

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