

Fighting fraud

Each year, insurers invest around £200m to identify fraud, successfully uncovering nearly £1.3bn of dishonest claims in 2013. With insurance fraud adding an extra £50 to everybody's annual insurance bill, it's a problem the industry is taking very seriously.

As well as taking part in and supporting industry wide activities such as the Insurance Fraud Bureau (IFB), the Insurance Fraud Enforcement Department and the Insurance Fraud Register, Allianz has also developed a number of internal strategies to beat the fraudsters.

This is particularly the case within our motor trade claims department where we have taken a proactive approach to identifying fraud. To ensure we are aware of emerging trends and developments, we maintain strong links with the IFB and our own organised fraud team.

All information is cascaded down to our claims handlers through regular fraud awareness training. This training varies from group presentations to individual desk-side coaching by the motor trade fraud coordinator to ensure we have a strong frontline defence against fraudulent claims.

Members of the claims team also receive a bi-monthly newsletter, highlighting successes in the fight against fraud. These cover the cases that have been successfully repudiated and details of the claims avoided.

Our strategy is very successful and has helped us detect a wide variety of fraudulent motor insurance activity. This includes induced accidents; staged and contrived accidents and phantom claimants.

But, while we are proud of our successes, especially as they help to safeguard our customers, we are aware that it is an area that is constantly evolving with fraudsters' techniques changing all the time. To keep ahead of

them, we share information within Allianz and with other insurers and stakeholders such as the police to ensure our strategy remains successful at identifying and deterring fraud.

Customers also play an important part in our strategy and we encourage our policyholders to keep an eye out for potential fraud at all times. In addition, and to help raise awareness of insurance fraud, we have developed a fraud training package. This is being trialled and we will bring you further information on its future rollout.



Help stamp out fraud

Gathering as much information as possible at the scene of an incident can help us identify and defend against a fraudulent claim. We recommend taking the following steps where possible:

- Look inside the other party's vehicles and make a note of how many people are inside, their sex and approximate ages.
- Obtain photographs of the damage to both vehicles, the scene of the accident and the occupants of the other vehicle if it is safe to do so.
- If the other driver stopped suddenly, pay particular attention to the reason for this. If the road ahead was completely clear, it could be a fraudulent accident but there may be a genuine reason, such as a changing traffic light.

The more description of the incident and the people involved that can be gathered, the better our chances of identifying fraudulent incidents.

For more information on how Allianz tackles fraud and the steps you can take to help beat the criminals, contact your local Allianz broker.