

Insurance Claims and Fraud Series

Sometimes Attack Is Your Best Fraud Defence Strategy: The Insurance Industry's 5 Rings of Fraud Protection

Duration: 2-day workshop

Level: Advanced

PROGRAMME HIGHLIGHTS

Part 1 of the programme presents practical anti-fraud measures that use predictive fraud analytics tools to combat fraud as part of a fraud management plan. Our hands-on modules include real-life case studies that give you room to experiment through trial and error.

Part 2 highlights robust anti-fraud measures under a strategic fraud protection framework that strengthens the fight against fraud on regulatory, corporate and operational levels.

The principles of fraud detection and prevention will be covered, with the aim of protecting the entire insurance industry from distortion and motivating insurers in the relentless fight against fraud within their organisations.

Throughout the course, you will receive valuable practical tips that will be reinforced through dedicated takeaway summaries.

Target participants

- Claims directors, claims managers and senior claims executives (life and non-life), fraud investigators
- Legal and compliance, product and marketing executives
- Controllers, corporate PR and communications, heads of operations
- Customer deliveries and transformation executives
- Regulatory agencies and insurance association executives
- Procurement managers

Course topics

- Fraud charter
 - Regulatory regime
 - Insurers' commitment
 - Sophisticated fraud analytics
 - Robust claims and anti-fraud management process
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KEY LEARNING OUTCOMES

By the end of the programme, participants will be able to:

- Understand the underlying mechanisms and apply the Insurance Industry's 5 Rings of Fraud Protection
- Understand the key functionalities of leading predictive fraud detection and prevention analytics software solutions
- Quantify fraud losses and potential savings through robust fraud protection processes in the life and non-life industries
- Acquire practical anti-fraud knowledge through real case studies
- Formulate your own fraud charter

METHODOLOGY

Interactive and engaging delivery, role playing, teamwork, short presentations, and feedback.

LECTURER

Rudolf Frei has over 27 years of hands-on experience in the insurance industry, specialising in insurance management consulting and claims, fraud and insurance operations and sales support.

- He founded the IBNR franchise in 2009 to provide expert insurance management consulting solutions to progressive clients across Asia
- Rudolf supervised a special anti-fraud investigation unit for over 4 years

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- He worked in supervisory roles for over 15 years in claims and legal, fraud and insurance brokerage, and management consulting for Swiss Re, JLT, AXA, Generali, KMPG Insurance Consulting and Winterthur Insurance (AXA)
 - Rudolf's experience lies chiefly in primary insurance and reinsurance, and insurance management consultancy
 - His expertise covers claims and legal, anti-fraud and risk management, fraud analytics, technical training, sales and marketing, IT system optimisation, sales training and sales support solutions, and insurance operations
 - Rudolf has extensive hands-on experience in re-engineering cross-functional business processes, quality management and IT systems