

## Insurance Claims and Fraud Series

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

# Online Fraud Protection Course: "Fraud Protection 1/2: Strategic Risk Framework"

**Duration:** 6 sessions, 10-20 minutes per session

**Level:** Beginner to intermediate

**Format:** IBNR's online Ingage LMS platform

## PROGRAMME HIGHLIGHTS

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

Graduates of this course may consider enrolling in our "Fraud Protection 2/2: Practical Management" course, which presents predictive fraud analytics tools to fight fraud, with real case study illustrations.

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

- Fraud investigators and claims personnel
- Life and non-life insurance executives
- Risk personnel
- Legal and compliance representatives
- Claims directors
- Corporate PR and communications personnel
- Regulators and insurance associations

Upgrade your skills, gain practical experience and earn an endorsed accreditation through the IBNR Academy of Fraud Protection Management. Participants with no prior formal training are also welcome.

### **Off-the-shelf module topics**

Choose from six online modules that cover the whole strategic risk framework:

<b>Module 1</b>	Overview: Welcome to your course
<b>Module 2</b>	First ring of protection: Fraud charter
<b>Module 3</b>	Second ring of protection: Regulatory regime
<b>Module 4</b>	Third ring of protection: Insurer's commitment
<b>Module 5</b>	Conclusions
<b>Module 6</b>	Bonus – Fourth ring of protection: Sophisticated predictive fraud analytics software

Sessions are ready to go or can be customised to fit your exact needs. Joining our platform is easy, with no special technical requirements.

### **Bespoke training**

If you have specific needs to address, we can also create a bespoke online fraud protection programme just for you. These can be one-off sessions, or a series of sessions delivered over several months. Find out more by contacting us at [enquiry@ibnrinsurance.com](mailto:enquiry@ibnrinsurance.com).

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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 first 3 of the Insurance Industry's 5 Rings of Fraud Protection
- Formulate your own fraud charter
- 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

## METHODOLOGY

Interactive and engaging delivery, guidance from the coach, quizzes and word games, opportunities to learn, apply and reinforce knowledge, and get 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
  - 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
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## COURSE OUTLINE

### Module 1 – Overview: Welcome to your course

- Greetings and overview
- Learning by doing
- Programme highlights and outline
- Fraud facts, losses and threats
- Organised insurance fraud
- How to become a successful fraud investigator
- 3 different acts of fraud
- Types of fraud

- Your advantages against fraud
- Your fraud protection team
- Quiz: Fraud threats

## **Module 2 – First ring of protection: Fraud charter**

- What you will learn
- Fraud strategy
- Trusting your instincts
- Case study ①a: Outreach campaign
- Questionnaire
- Case study ①a: Organise a campaign
- Quiz: Questionnaire
- Case study ①b: Another public campaign
- Takeaway: Fraud charter of the entire insurance market

## **Module 3 – Second ring of protection: Regulatory regime**

- What you will learn
- Fraud hotline
- Overview of the Whistleblower Protection Act
- Key legal and technical terms
- Case study ②: Civil “fraud” regulations
- Case study ②: Quiz
- Takeaway

## **Module 4 – Third ring of protection: Insurer’s commitment**

- What you will learn
- The charter's dinner
- Insurers’ anti-fraud commitment
- Your own corporate fraud charter
- Case study ③: Insurer’s fraud charter
- Questionnaire
- Case study ③: Your 10 important points
- Takeaway

## **Module 5 – Conclusions**

## **Module 6 – Bonus – Fourth ring of protection: Sophisticated predictive fraud analytics software**

- Glossary