

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 2/2: Practical Management"

Duration: 6 sessions, 10-20 minutes per session

Level: Intermediate to advanced

Format: IBNR's online Ingage LMS platform

PROGRAMME HIGHLIGHTS

The programme presents practical anti-fraud measures using predictive fraud analytics tools to combat fraud. Our hands-on modules include real-life case studies that give you room to experiment through trial and error, with learning points that are indicative rather than theoretical.

Graduates of this course may consider enrolling in our "Fraud Protection 1/2: Strategic Risk Framework" course, which presents a 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

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 practical fraud management cycle:

Module 1	Overview: Welcome to your course
Module 2	Fourth ring of protection: Sophisticated predictive fraud analytics software
Module 3	Fifth ring of protection: Robust fraud management process
Module 4	Conclusions
Module 5	Certification
Module 6	Bonus – Slip and fall scam on Good Morning America

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

KEY LEARNING OUTCOMES

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

- Understand the underlying mechanisms and apply the last 2 of 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

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

COURSE OUTLINE

Module 1 – Overview: Welcome to your course

- Greetings and overview
- Learning by doing
- Programme highlights and outline

Module 2 – Fourth ring of protection: Sophisticated predictive fraud analytics software

- What you will learn
- Case study ④ Part I: Car sales through an internet portal
- Key actions in a real case
- Case study ④ Part II: The power of smart predictive analytics software
- 3D spider network view

- Characteristics of fraud analytics software
- Investigator suite: Highlights and exercise
- Real time event suite
- Lie detector
- Data consolidation manager
- What a smart purchasing manager looks for
- Questionnaire: Summarise the key tasks of a purchasing manager
- How to choose a provider
- Questionnaire: Build your bucket list as a purchasing manager
- Takeaway

Module 3 – Fifth ring of protection: Robust fraud management process

- What you will learn
- Questionnaire: Key skills – your thoughts
- Case Study ⑤: Conclusion
- Case Study ⑤: Analytical anti-fraud decision tree
- Case Study ⑥: Car theft at the airport
- Case Study ⑥: Quiz
- Master case study: Self-igniting Japanese sports car
- Master case study: Timeline, quiz and conclusion
- Subrogation
- Takeaway

Module 4 – Conclusions

- Questionnaire: Participants survey

Module 5 – Certification

- Certification test

Module 6 – Bonus – Slip and fall scam on Good Morning America

- Video – Slip and fall scam on Good Morning America broadcast
- Glossary