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Keoghs

26th September 2007
Marriott Grosvenor Square

Keoghs LLP is dedicated to the insurance industry, handling claims pre and post litigation across all lines of business. The Specialist Claims Unit provides counter-fraud guidance and consultancy. With over 300 man years of experience, it is one of the largest and most authoritative counter-fraud resources in the country. Its services span the whole spectrum from advising on counter-fraud strategy through to tactics and procedures for detecting, investigating and repudiating fraudulent claims. A specialist division, Keoghs Intelligence Services, focuses on providing analytical, investigative and intelligence services at all stages of the fraud lifecycle.

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Berrymans Lace Mawer is a national law firm with a longstanding reputation for insurance work. BLM's fraud specialists have the appropriate legal expertise to deliver a comprehensive service covering every aspect of fraud: whether it is detecting and handling fraudulent claims, or freezing assets and recovering funds from fraudulent employees or service providers.



Cunningham Lindsey UK specialise in providing expert loss adjusting and claims management services, recognised for our delivery of innovation and service excellence by the British Insurance Awards 2007. We provide a cost effective defence against fraud and are also able to validate and settle genuine claims promptly. Our people and our award winning IT, alongside our passion and commitment to fraud management, allows us to design and deliver a broad range of innovative services, which generate competitive advantage to support of your goals.



DWF is a leading regional law firm with national and international reach. We provide a full range of legal services from our offices in Leeds, Liverpool, Manchester and Preston. Our Insurance team is one of the largest in the UK and has over 350 people, including 44 Partners and 226 Legal Advisors that offer a range of specialist services to insurers, loss adjusters, corporate clients and police forces. DWF have been entrusted with some of the most high profile national cases for insurers and handle fraud insurance cases of every kind. The team deliver legal services on a range of cases, from small household claims through to complex and high value major commercial fraud.



Fair Isaac Corporation (NYSE:FIC) makes decisions smarter. The company's solutions and technologies for Enterprise Decision Management give businesses the power to automate more processes, and apply more intelligence to every customer interaction. Fair Isaac powers hundreds of billions of decisions a year, and helps millions of individuals manage their credit health through the www.myfico.com website. Visit Fair Isaac online at www.fairisaac.com

HILL DICKINSON

To help identify, manage and combat fraudulent activity within an organisation, Hill Dickinson LLP provides a dedicated counter fraud solution through a team of specialists comprising lawyers, intelligence operatives, data analysts and field investigators, together with its own market leading anti-fraud system 'Netfoil' – Europe's largest linked relational database. The team has an impressive track record dealing with high value fraud claims often involving millions of pounds. It acts for a range of clients providing advice and guidance on all issues involving fraudulent conduct, including insurers, Lloyds Syndicates, corporate clients, public sector, retailers, the transport industry and the NHS/health authorities.



Insurance Services Office (ISO) runs the largest insurance anti-fraud database in the world – ISO ClaimSearch, used by US insurers. ClaimDirector is a rules-based scoring system that helps distinguish between suspicious and meritorious claims. SIU Case Manager is a powerful browser-based tool that automates and integrates the many tasks involved in managing claims and underwriting investigations. Investigators can document case progress, report on case activities and summarise outcomes. ISO also provide advanced visualisation tools, including NetMap for Claims, that can analyse data from various sources. For more information on ISO products, contact ISO at info.uk@iso.com, or visit ISO at www.iso.com



Ordnance Survey is the provider of the most accurate mapping data for Great Britain. It benefits the insurance industry through an extensive portfolio of intelligent digital information based on one of the world's most detailed geographic databases. Every day, Ordnance Survey makes more than 5000 updates to its central database reflecting major new buildings and other changes in the built environment. Ordnance Survey's highly detailed OS Master Map is designed to be managed as a fully integrated database offering real benefits through cost and efficiency savings, improved analysis and decision-making. It offers insurers the ability to link and visualise geographic, policy, claims and peril information affecting a specific location, and calculate risk at individual address rather than postcode level for underwriting and pricing. It can significantly improve accumulation and reinsurance management. It further benefits claims screening and management, counter-fraud measures and the speed of settlements and repudiations. Ordnance Survey can help insurers to enhance both customer service and competitive advantage, and can provide real, measurable benefits across many departments within organisations.

“Good cross section of speakers, covering a wide range of topics.”

Previous Post Event Delegate

‘A well organised, informative and enjoyable seminar’

Allan Clare, Previous Fraud Delegate

How to register

Mail

Complete the form below and send to:

Helen Gibbons
Post Events
32-34 Broadwick Street
London
W1A 2HG

Fax

020 7316 9260

Email

postevents@incisivemedia.com

Telephone

020 7316 9793

Web

postevents.co.uk

To register for this event please complete your details

I would like to register place(s)

At the standard rate of £675 per delegate

£

At the Claims Club member rate of £500 per delegate

£

At the Post subscriber rate of £575 per delegate

£

I am booking before 5 September 2007 and wish to claim a further discount of £100 per delegate

- £

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Please add VAT 17.5%

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Total remittance

= £

Details

Title First name

Surname

Job title

Company

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 I Special Group discounts: please call 020 7316 9793
 I Please note, lunch, tea and coffee are included in the cost of the conference
 I Venue Details: Marriott Grosvenor Square, London, W1K 6JP
 For any additional information, please contact the organisers:
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SAVE

Book before 5th September to benefit from a £100 discount. Call 020 7316 9793

Marketing Opportunities

If you are interested in any commercial opportunities at Post Events please contact:

Thomas Cull on 020 7316 9334 or thomas.cull@incisivemedia.com



"A very good conference and very well organised. I will be looking to attend further events from Post Magazine"

Mark Philpott, Combined Insurance, Fraud delegate 2006

26th September 2007
Marriott Grosvenor Square,
London

Fraud

The bigger picture

- Understand the benefits the IFB has brought the industry in its first year, and how its practice has evolved from its original agenda
- Get to grips with counter-fraud initiatives from the property, creditor and travel sectors, as well as motor
- Hear insights into the views and strategies of leading insurers like Norwich Union, AIG and Zurich
- Discuss lessons learnt from the fight against fraud, and how new perspectives can help sustain progress
- Optimise the efficiency of your counter-fraud strategy by harnessing the benefits of new technology

This event has been Carbon Offset

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Hear from Industry Experts

JOHN BEADLE, chairman, Insurance Fraud Bureau

SCOTT CLAYTON, claims fraud & investigations manager, Zurich

CHRIS HILL, fraud manager, Norwich Union

GLEN MARR, regional claims fraud officer, AIG Europe

DAVID MEUR, chairman – property committee, BIBA

PHILIP ROBINSON, director – financial crime & intelligence division, FSA

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Ordnance Survey

This event has been accredited by the CII and can be included as part of your CII CPD requirement should you consider it relevant to your professional



Fraud

The bigger picture

Dear Delegate,

Despite recent positive developments, the cost of fraud to the insurance industry continues to rise. With £1.6bn lost to fraudsters annually, we cannot afford to stop reassessing the way we identify and tackle this perennial menace.

Post Magazine's industry-leading Fraud Management Briefing will provide a unique opportunity to take stock of the progress we have made, and examine the areas where stronger defences are needed. Now in its eighth year, and attracting more interest than ever, this conference promises to refresh your anti-fraud strategy with a range of new perspectives. These expert presentations will enable you to:

- Create an anti-fraud culture within your company to ensure best practice is implemented at all levels
- Understand how to prevent and manage fraud across all sectors – from motor to property and creditor
- Gain a wider perspective on the industry's progress, and identify key areas where your business can continue to improve
- Find out more about the latest technologies on the market, and how they can benefit your counter-fraud strategy
- Understand the FSA's position on fraud, and how it fits in with the demands of TCF and other initiatives

You will leave this event with a greater understanding of the latest strategies, their benefits and challenges to implementation. So book your place now, to ensure your anti-fraud policy is up to scratch.

I look forward to seeing you at the conference in September.



Ant Gould
Chairman
Fraud Management Briefing

Who should attend?

- Underwriters
- Claims Managers
- Claims Technicians
- Marketing Managers
- Loss Adjusters
- IT Specialists
- Lawyers
- Brokers
- Internal Audit
- Procurement Managers
- Investigators
- Compliance Managers
- Call Centre Managers
- Data Managers
- Claims Service Providers
- Risk Managers
- Police
- Legislators
- Fraud Managers

Who attended last year:

Advantage Insurance	Services
AIG Europe (UK)	Heath Lambert Group
Allianz	Hertz Claim Management
Apex Investigations	Hill Dickinson
Aquilo	Hiscox Insurance
Axa	Hugh James
Beachcroft	KPMG
Bishop International	Legal & General Insurance
Browne Jacobson	Lloyd's
Capital Law Solicitors	MIB
Combined Insurance	Mitsui Sumitomo Insurance
Cooperative Insurance Society	MMA Insurance
Crawford & Company	Morgan Cole Solicitors
CRIF	Ordnance Survey
Cunningham Lindsey	Provident Insurance
Davies Chartered Loss Adjusters	RBS Insurance
DWF Solicitors	Ricksons Solicitors
Enterprise Rent-A-Car	Royal & SunAlliance
Equity Claims	Saga Insurance
Europ Assistance	Scott Rees & Co
Experian	Sterling Insurance
First Assist	Syndicate 4000
Fortis Insurance	Tesco Stores
GAB Robins UK	Topping Partnership
Gen Re	UK Underwriting
Groupama Insurances	Vantis
Guidewire Software	Vestigo
H P Associates	Zurich
Halifax General Insurance	
Hastings Insurance	

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8.30	Registration opens	
9.25	Chairman's welcome	Ant Gould, editor in chief, Incisive Media Insurance Division
9.30	Lower the tree or lengthen the ladder?	James Heath, director of intelligence services, Keoghs
	<p>Sophisticated counter-fraud strategies are now firmly embedded at the heart of every insurer's claims function. Substantial savings are reported, but the cost of fraud still continues to spiral. Undoubtedly the low hanging fruit has now been picked. So is it time to refocus efforts and adopt a new approach to harvest the rest of the crop? This session will:</p> <ul style="list-style-type: none"> • Review the fraud lifecycle and suggest a new perspective • Examine the Counter-Fraud Continuum – what is it and how can it create a more integrated and effective counter-fraud strategy • Identify how to overcome the barriers: technology, process and cultural considerations 	<p>James Heath is an experienced fraud lawyer who has helped many insurers to define, implement and improve their counter-fraud strategies and processes. James heads Keoghs Intelligence Services, leading a team of over 20 analysts. This specialist division uses market leading technology to deliver intelligence-led fraud detection and analytical services to clients. James is the secretary of the Insurance Fraud Investigators Group (IFIG).</p>
9.55	Update on the Insurance Fraud Bureau's first year	John Beadle, chairman, Insurance Fraud Bureau
	<ul style="list-style-type: none"> • What successes has the IFB experienced? • How have its findings impacted the wider insurance industry? • How does its current practice compare with its original agenda? • The IFB's plan for the next 12 months 	<p>John Beadle completed a successful career in the Metropolitan Police in 1996. John then transferred his experience to the private commercial sector, firstly as a Director in Capitol Group. More recently, since 2000, John has been the Counter Fraud Manager of Royal & SunAlliance. John is also the Chairman of the Insurance Fraud Bureau and with his colleagues, he is looking forward to helping steer the IFB to becoming the cutting edge of the industry's fight against organised fraud.</p>
10.20	UK insurance fraud: Where are we now, and where are we going?	Chris Hill, fraud manager, Norwich Union
	<ul style="list-style-type: none"> • The world of one year ago – where we were • What has changed – where we are now • Crystal ball or rose tinted spectacles: where we might be a year from now • Implications 	<p>Chris Hill is head of claims fraud at Norwich Union. He is currently a member of both the ABI Anti Fraud Committee, and the Steering Group of the Insurance Fraud Bureau. Chris joined Norwich Union in May 2002, having previously been employed as group fraud intelligence manager at the Royal Bank of Scotland. Prior to this, he held a variety of strategic fraud and operational risk roles with the Natwest and Deutsche Bank Groups.</p>
10.45	Questions, comments and observations	
11.00	Coffee	
11.30	Minimising non-motor fraud	Dave Moore, claims investigations director, Cunningham Lindsey
	<p>Conventional anti-fraud initiatives have focused on motor insurance, but the problem is equally widespread in other sectors. This session will cover:</p> <ul style="list-style-type: none"> • What do we know about fraud in the property, creditor, travel and other sectors? • Similarities and differences between fraud trends in the various sectors • How can we apply lessons learnt from motor insurance fraud to mitigating these other types? 	<p>After a successful police career, lasting eleven years, Dave Moore was a partner at Taylor and Moore, Investigations Company. The business was sold in 1997 to Miller Fisher and was subsequently acquired by Cunningham Lindsey in 2002. Dave currently heads up the Claims Investigations Division which deals with motor and creditor investigations.</p>
11.55	Has the insurance industry really made meaningful progress?	Glen Marr, regional claims fraud officer, AIG Europe
	<ul style="list-style-type: none"> • What's been successful and could be categorised as progress? • What has the industry learnt by its deliveries thus far? • What are the areas that need focus and attention – what's missing? 	<p>After serving as a Police Officer, Glen entered the general insurance industry in 1989, in Sydney, Australia, where he commenced a career in fraud specific roles within insurers, at both operational and strategic level. In his current role with AIG and since early 2007, Glen operates on a regional basis within the UK and across Europe. At industry level, Glen is a member of the ABI General Insurance Anti-Fraud Committee.</p>
12.20	Case study: creating an anti-fraud culture within your company	Scott Clayton, Claims fraud & investigations manager, Zurich
	<ul style="list-style-type: none"> • Working with other organisations to align fraud strategies across the industry • How should the fraud department operate within your company? • Getting buy-in from claims staff, and ensuring they are equipped to identify and prevent fraud 	<p>Scott is the manager of Zurich's 30-strong Claims Investigation Unit, a team dedicated to protecting customer and company interests using a variety of claims investigation tools and techniques. During his 20 years in the industry, Scott has dealt with claims across all lines and distribution channels. He has previously headed up a complaints team, sat on the ABI Complaints Steering Group, and co-written the ABI's Complaint Handling Guide.</p>
12.45	Questions, comments and observations	

Key benefits of attending

- Get up to speed with the latest insights and developments, and understand their impact on your business
- Hear updates on the latest anti-fraud technologies, and how they benefit your strategy

1.00	Lunch	
2.00	Workshops	Workshop 1: Combating opportunistic fraud in loss of earnings/profits claims
	Delegates will split into three groups for more focused, interactive discussions, led by industry experts.	Mike Topping , senior partner, Topping Partnership
	Workshop 2: Applying geographic data to fraud prevention	Workshop 3: The five commandments for reducing fraud costs
	Speaker to be confirmed, Ordnance Survey	David Hicks, head of forensic insurance, KPMG David Luijterink, director, fraud and compliance, KPMG
3.00		Coffee
3.30	The FSA's perspective on insurance fraud	Philip Robinson, director – financial crime & intelligence division, Financial Services Authority
	<ul style="list-style-type: none"> • What is the FSA doing in terms of tackling financial crime? • How can insurers tally their fraud strategy with other FSA obligations – e.g. Treating Customers Fairly? • Compliance with FSA regulations whilst ensuring consumer and brand protection 	Philip Robinson is FSA's Director for Financial Crime and Intelligence. He is responsible for ensuring that issues which pose risks to FSA's financial crime objective are identified and resolved, and that the FSA delivers the intelligence led, risk based and proportionate outcomes necessary to maintain the integrity of the UK's financial sector. An accountant by training, he moved from the commodities industry into financial regulation in 1989. He worked in Securities, Derivatives and Investment Management regulation, before becoming the FSA's first Director of Communications in 1997. Whilst an FSA Director he has successfully completed the Pensions Misselling Review, led the Deposit Takers Division and created the Regulatory Transactions division.
3.55	Examining the role of technology in the fight against fraud	Kevin Lisle, insurance industry marketing director, Fair Isaac
	<ul style="list-style-type: none"> • What new anti-fraud technologies are available, and how can they benefit insurers? • Fraudsters have technology too: how can we ensure we stay ahead of them? • Ensuring your people and processes are as cutting-edge as your technology 	With over 12 years' experience in the insurance analytics industry, Kevin Lisle is Insurance Industry Marketing Director of Fair Isaac Corporation. Mr. Lisle has previously overseen the development of MIRA® Claims Advisor for Reserving and VeriComp® Fraud Manager. These products use predictive models to assist insurance companies in setting case level reserves and in identifying claims with fraud and abuse. Mr. Lisle also has 10 years' experience in claims and underwriting with major P&C Insurance carriers.
		Brian Kinch, director & risk consultant, Fair Isaac
		Brian has over 20 years worth of experience in financial services and allied industries. He has worked for blue chip names such as HSBC and Visa International. He is accredited as a Registered Risk Practitioner by the Institute of Risk Management and by the Association of Insurers and Risk Managers, and is further accredited by the global Business Continuity Institute where he is both a membership assessor, and is the founder of the Business Continuity Forum for the South and East of England. Brian leads the international Fair Isaac Risk Consulting effort covering areas such as fraud, anti-money laundering, first party abuse and business continuity.
4.20	Insurance fraud from the broker's perspective	David Meur, chairman – property committee, BIBA
	<ul style="list-style-type: none"> • What can brokers do to minimise fraud? • How are brokers working with insurers on this issue? • Challenges brokers face in relation to fraud 	David Meur is an Associate of the Chartered Insurance Institute and a Chartered Insurance Broker. He started his career with Legal & General in 1964 before moving to Guardian Insurance in 1996 and then Genavco Insurance Limited in 1998 as Managing Director. David heads up a small specialist insurance broking team, with a business focus on advising property owning and property investment clients on all aspects of general insurance and risk management. He also chairs the Property Committee of the British Insurance Brokers Association. Over a number of years David Meur has lectured extensively on property insurance, most recently at Guildhall University and City Business School in London.
4.45	Questions, comments and observations	
5.00	Close of conference	

- Access the broadest range of perspectives, with insights from the IFB, the FSA, BIBA, and 3 leading insurers

- Discuss niche issues like using geographical data and small claims fraud in depth at interactive, focused workshops

- Hear how leading insurers have integrated fraud prevention measures within their business models

- Full permanent access to the exclusive online version of Fraud Post Management Briefing – including audio recordings and speakers' presentations