

Who's there to protect your business against the harm insurance fraud can cause?

# Fighting back against fraud.

Fraud exposes your business to financial, regulatory and reputational harm. It also pushes up premiums. But at QBE, we're pushing back.

## How we are tackling fraud

No business is immune from fraud. That's where QBE's Special Investigation Unit (SIU) comes in. It combines the full range of expertise required to protect our customers, and our own business, from the financial and reputational impact of fraud.

Since we set up the SIU in 2010, we've identified 63,000 instances of potential fraud, and successfully challenged 20,000 fraudulent claims. We've also helped customers protect themselves by sharing intelligence and promoting fraud awareness.

To achieve this level of performance, we invest strongly in our SIU team, giving them the resources they need to deliver advanced data washing and analytics, sophisticated fraud detection and case management, statistical analysis and benchmarking, and best practice across all aspects of special investigations.

## Our dedicated anti-fraud hub

The Special Investigation Unit acts as a central hub for fraud intelligence data within QBE, and directly coordinates the handling of all serious or organised fraud claims. The SIU works with claims teams across all QBE lines of business within Europe and internationally - and with external agencies such as the Insurance Fraud Bureau, the Insurance Fraud Enforcement Department, the Insurance Fraud Investigators Group, and the National Crime Agency.

Made possible



### **Intelligence gathering**

We take data from a wide variety of sources including our own claims records, pooled resources within the insurance industry, police and crime agencies, government and other public bodies. QBE was the first insurer to partner with the Cabinet Office under the National Fraud Initiative.

We wash all the data we gather using advanced deterministic analytics. Our specialist fraud analysts also validate and triage the automated fraud leads we receive from a variety of sources.

### **Homing in on fraud**

To help us identify potential instances of fraud, we employ sophisticated predictive analytics models with text mining capabilities. Wherever appropriate - in line with best practice and our own protocols - we flag up cases for immediate intervention from a specialist fraud claims adjuster.

### **Spotting the trends**

Standing back from the data to see the big picture, we analyse and benchmark against broader trends to produce sophisticated management information that helps identify emerging threats in the fraud arena.

This supports other teams across QBE in defining underwriting criteria and making better informed decisions on risk selection. The freer we can keep our portfolio from fraud, the lower the premiums we can quote you.

### **Taking fraud in hand**

Wherever we've identified potential fraud, we refer it for active case management by one of our specialist fraud claims adjusters. With a variety of backgrounds in insurance, the law, and police work, our expert adjusters have the all skills they need to tackle insurance fraud effectively.

On selected cases, they can also call on the highly specialised expertise of our handpicked partners in legal practice and investigations.

### **Protecting your brand**

We prioritise identifying organised fraud and acting on it at the earliest possible opportunity. If your business is affected, we'll consult fully and frankly with you, taking all possible steps to avoid damage to your reputation or brand.

### **Fighting fraud nationwide**

QBE is a committed player in the national effort to combat serious and organised fraud. We're a member of the General Insurance Fraud Committee at the most senior level, and have data sharing agreements in place with third parties including partner legal specialists and investigators.

We collaborate actively with the Insurance Fraud Bureau (and its Insurance Fraud Intelligence Hub), the City of London Police's Insurance Fraud Enforcement Department, the Insurance Fraud Register, and the Association of British Insurers. Together with partners like these, we're turning back the tide of fraud that's pushed premiums up for so long.

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