



THE INSURANCE CRIME BUREAU

A modern conference room with large windows and a long table. The room is empty, with several office chairs arranged around the table. The ceiling has a grid of lights and a projector. The floor is covered in a patterned carpet. The text is overlaid on a dark blue rectangular background with a red border.

2020 EXECUTIVE BREAKFAST...

Making A Difference!



Communities are formed around common causes – the word is derived from the Latin “Communitas” - this also refers to large group affiliations, at either National or International level, and may also include virtual communities.



OUR VISION & MISSION

VISION:

The Insurance Crime Bureau was established in 2008, to be **the intelligence hub, and leading authority on organised crime**, operating within the **Insurance Industry**.

MISSION:

The Insurance Crime Bureau aims to **achieve its vision** through the **consolidation of multiple data sources**, the deployment of relevant and **specialised skills along with unique technology**, all to promote **collaboration** and **provide intelligence to detect and prevent insurance related fraud and crime**...with the end goal of obtaining **convictions and recoveries**.



our 2015 MEMBERSHIP

16 Members



our MEMBERSHIP



our MEMBERSHIP

34 Insurance
Members

7 Associate
Members



MONITOR
ADMINISTRATORS



NEDBANK

OAKHURST
INSURANCE COMPANY LIMITED
We Really Care, We Deliver



RENASA
INSURANCE COMPANY LIMITED



western
Rethink Insurance

ASSOCIATE MEMBERS

DataDot
Marked & Secure

MOHAWK



sas
THE POWER TO KNOW®

TRACE TEC
TRACKING | RECOVERY | FLEET MANAGEMENT

A conceptual graphic for stakeholder mapping. It features a network of white circles connected by thin white lines, representing a web of relationships. A hand is visible at the bottom left, holding the central point of the network. A red rectangular banner with the text "STAKEHOLDER MAPPING" is overlaid in the center. The background is a blurred image of a person in a suit.

STAKEHOLDER MAPPING

INVOLVED STAKEHOLDERS



- ✓ Tracking companies.
- ✓ Micro dotting companies.
- ✓ Vehicle rental companies.
- ✓ IAATI
- ✓ National Association of Automobile Manufacturers Association
- ✓ South African Banking Risk Industry Council
- ✓ Financial Sector Conduct Authority
- ✓ Financial Intelligence Centre
- ✓ Credit Bureaus
- ✓ Salvage dealers
- ✓ Zonke Unicode and many others
- ✓ Business Against Crime South Africa (BACSA)
- ✓ South African Insurance Association (SAIA)
- ✓ South African Fraud Prevention Services (SAFPS)
- ✓ South African Police Services
- ✓ Cross Border Police Forces
- ✓ Directorate of Priority Crime Investigation
- ✓ National Prosecuting Authorities & Asset Forfeiture Unit
- ✓ Gauteng Department of Roads and Transport
- ✓ Road Accident Fund
- ✓ South African Revenue Services
- ✓ National Department of Health



GROWTH INDICATORS:

RETURN ON INVESTMENT (ROI)

SHORT-TERM	1004%	455%
LIFE	677%	929%

REVENUE

INCREASED BY 107 %

STAFF

INCREASED BY 109 %

- LPR
- Clones identified and recovered.
- Industry Fraud Line Cases
- General Enquiries
- Pounds
- Investigations



ROI

Activities Measured:

Rank 2017	Rank 2016	Brand name	Sector
1	3	ICBC	Bank
2	1	China Mobile	Telecom
3	2	China Construction Bank	Bank
4	10	Alibaba	E-commerce
5	5	Bank of China	Bank
6	8	Google	IT services
7	6	PetroChina	Oil & Gas
8	4	Agriculture Bank of China	Bank
9	11	Twitter	Technology
10	12	China Railway Group	Transport
11	13	China Bank	Bank
12	7	China Bank	Bank
13	14	China Bank	Bank
14	15	China Bank	Bank
15	16	China Bank	Bank
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23	24	China Bank	Bank
24	25	China Bank	Bank
25	26	China Bank	Bank
26	27	China Bank	Bank
27	28	China Bank	Bank
28	29	China Bank	Bank
29	30	China Bank	Bank



INVESTIGATION TYPES:

- Serial / Habitual Claimants...
- Incident staging...
- Hijacking & Theft...
- Identity Theft \ Impersonation...
- Fast Track Claims...
- Walking Dead...
- Murder for Money...
- Broker Fraud with FSCA...
- SASSA & RAF Fraud...
- Corruption involving Staff, Service Providers, Clients, Brokers and Assessors...

ROE Activities:



- Investigations with no direct ROI with long lead times...
- Arrests & Convictions cleaning the Industry...
- Activities around VAF, Finance Houses & Non Members...
- Introductions to Technology and Solutions...
- Relations with Legislators, Law Enforcement, RTMC, NPA...
- Industry Projects such as IDS, BACSA, Codes...
- Communication, Networking & Training...

A photograph of a business meeting. Three people are gathered around a table. One person's hand is pointing at a document with various charts and graphs. Another person's hand is holding a pen, ready to write. A laptop is open on the table. The scene is brightly lit, suggesting a window in the background.

2020 STRATEGIC FOCUS



STRATEGIC PRIORITIES:

1. Organisation Structure.
2. LPR 4 SA.
3. Further explore Life; VAF & Financial Sector.
4. ROI & ROE.
5. Industry Databases such as VSD & IDS.
6. Development of a Data Strategy.
7. Tech Refresh - SAS / Memex Review
8. Develop Cyber-Crime Capacity
9. Increase presence within RSA & ROA
10. Developing International Networks - IASIU \ GFCPN





2020 CAPACITY CREATION STRATEGY





STAFF DEVELOPMENT:

- ✓ **Learnerships**
- ✓ **Bursaries**
- ✓ **Skills Training**
- ✓ **Career planning & Mentor \ Mentee Programs**
- ✓ **Employee Welfare Interventions**
- ✓ **Transformation**

TWO CASE STUDIES:

Investigation

Blue Light Gang



The Hit Man Tea Club



The background is a dark blue, abstract composition featuring glowing, curved lines that resemble data paths or fiber optics. Scattered throughout are strings of white binary code (0s and 1s). The overall effect is high-tech and digital.

The Insurance INDUSTRY...

Making A Difference!



THANK YOU

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