



**INSURANCE
CRIME BUREAU**
INTELLIGENCE THAT WORKS

2024

ANNUAL REPORT



ANNUAL REPORT.

2024

Safeguarding Integrity: A Future-Focused Approach.



“ Amidst the evolving landscape of insurance-related crime in South Africa, our commitment to collaboration and comprehensive intelligence is more crucial than ever. The Insurance Crime Bureau stands as a beacon of trust and innovation, fostering partnerships that empower us to combat fraud effectively.

By leveraging data, sharing insights and aligning strategies, we not only protect the interests of policyholders but also strengthen the resilience of the industry. Together, we forge a united front against crime, ensuring the integrity and sustainability of our insurance sector.



Selvan Naidu
Standard Insurance Limited



Our collective industry efforts to combat **ORGANISED INSURANCE FRAUD** and the related crimes in South Africa.

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THE ORGANISATION

Celebrating our 16th year of successful operations, the Insurance Crime Bureau remains a pivotal force in the fight against organised insurance fraud and the related crimes in South Africa. As the insurance industry Intelligence Hub, we continue bringing together the collective expertise and resources of our Members, Law Enforcement Agencies and various Stakeholders. This united front allows us to focus on detecting, preventing and mitigating the adverse impacts of insurance related crimes across South Africa.

Our work remains driven by the belief that a collaborative approach is essential in addressing the evolving tactics of fraudsters and criminals. By facilitating thorough investigations, sharing intelligence and supporting in the prosecution of offenders, we strive to protect both the industry and the public from the financial and reputational damage caused by fraud.

In addition to investigating complex cases of organised syndicates, we continue to raise awareness about emerging threats and provide guidance to our partners on best practices for fraud prevention.

Looking ahead, we remain committed to enhancing our capabilities and partnerships to stay ahead of evolving crime trends, ensuring that the Insurance Crime Bureau remains a trusted leader in safeguarding South Africa's insurance industry.

OUR VALUES

Created in 2008 to combat organised insurance fraud and the related crimes in South Africa, the Insurance Crime Bureau advocates a set of values and responsibilities geared towards the benefit of both the Insured and Uninsured public.

These principles guide and inform the way in which we manage and conduct our affairs and they also serve as the standard against which we measure our performance.





Expanding on our legacy by combating insurance and financial crimes impacting the financial services industries, the Insurance Crime Bureau is leading the charge and bringing together our collective resources, specialised experience, skill sets and unique datasets to combat insurance fraud!

INDUSTRY INTELLIGENCE HUB.

At the Insurance Crime Bureau, our aim is to create a secure, transparent and resilient financial environment where fraud is actively detected, deterred and mitigated. Through our collaborative approach, we empower stakeholders with cutting-edge intelligence, data-driven insights and the support necessary to combat financial fraud effectively.

Our ethos is rooted in strengthening partnerships across the insurance and financial sectors, Regulatory Bodies, Law Enforcement and industry partners. Together, we work relentlessly to expose criminal networks, prevent fraudulent schemes and promote ethical conduct throughout the industry, ensuring a safer financial future for all South Africans.

OUR 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.

OUR 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.

“ A collaborative approach is key to strengthening our fight against financial crime, making it harder for criminals to succeed. Working with industry partners builds trust across stakeholders, including consumers, which is crucial for a secure financial ecosystem.

By sharing information on emerging threats between financial institutions, payment processors, regulators, and other partners, we can collectively protect people’s money. SABRIC is committed to working with the ICB, driving collaboration among stakeholders to combat fraud and related crimes.

Together, we can leverage technology and proactive strategies to safeguard our financial systems and improve the lives of South Africans. ”

Nischal Mewalall
SABRIC - CEO

STRENGTH IN NUMBERS PUTTING A STOP TO INSURANCE FRAUD & THE RELATED CRIMES!



INDUSTRY INSIGHT.

± 3,5 Billion

The estimated cost of the growing threat of fraud and organised crime in the insurance industry.

Fraud and organised crime are evolving threats costing the insurance and financial services sectors billions of Rands annually. Sophisticated networks of fraudsters exploit digital vulnerabilities, targeting institutions and customers alike with tactics that are increasingly difficult to detect and prevent. In South Africa the financial impact of fraud and financial crime on the industry is staggering. The troubling figures reflect not only direct financial losses but also the ripple effects including operational costs and increased insurance premiums, ultimately borne by customers.

One of the most pressing concerns is the rise in digital and cyber-enabled fraud. Criminal enterprises are leveraging technology to deploy rapid, coordinated attacks, exploiting everything from personal data breaches to poor security protocols in various financial systems. Our Members reported increases in fraudulent activities over the last year, underscoring the pressing need for improved anti-fraud measures industry wide.

The industry has responded by investing in advanced anti-fraud technologies, such as AI-driven detection. However, the scale of organised crime requires a collaborative approach, involving responsible data sharing across sectors, improved intelligence on emerging threats, and public-private partnerships. As the industry advances, so too must its fraud-prevention strategies, ensuring robust defenses against a threat that shows no signs of slowing down.

In response, our organisation is **#Making-a-Difference!** Dedicated to combating insurance fraud and related crimes, we continue to work collaboratively with industry stakeholders to identify and dismantle criminal networks. Through data-sharing initiatives, investigative support and the deployment of cutting-edge fraud detection technologies, we are helping to reduce losses and improve security. Our collective efforts underscore the importance of a united front against fraud, protecting both the industry and the South African public.

“ In an age where the insurance industry is increasingly confronted with sophisticated threats of fraud and organised crime, the Insurance Crime Bureau (ICB) remains steadfast in its commitment to safeguarding integrity. The complexities of these challenges require a collaborative approach and therefore the ICB actively fosters partnerships among insurers, law enforcement agencies, and regulatory bodies to enhance the collective response to these threats. Old Mutual Insure continues to fully support the ICB's vital efforts.

Integrity is the compass that guides us through uncertainty; by safeguarding it today, we build a trust-filled tomorrow. **”**

Gary Slater
Old Mutual Insure



KEY FINANCIAL RESULTS.

For the year ended 30 June 2024, the Insurance Crime Bureau has delivered a strong and stable set of results which are aligned to the company's strategy. The company is committed to adhering to the strong financial policies in place with a focus on a tight expense management process.

INSURANCE CRIME BUREAU - FINANCIAL FIGURES AS AT 30TH JUNE 2024

FIVE-YEAR SUMMARY	2024	2023	2022	2021	2020
TOTAL REVENUE	R 58 780 704	R 53 900 213	R 48 846 968	R 44 221 159	R 46 944 014
EXPENSES	R 57 222 731	R 50 459 669	R 43 525 573	R 39 620 936	R 40 519 627
SURPLUS	R 1 557 973	R 3 440 544	R 5 321 395	R 4 600 223	R 6 424 387
RETAINED SURPLUS	R 29 792 329	R 28 234 356	R 24 793 812	R 19 472 417	R 14 872 191

REVENUES:

+6.6%

INTEREST EARNINGS:

+27.6%

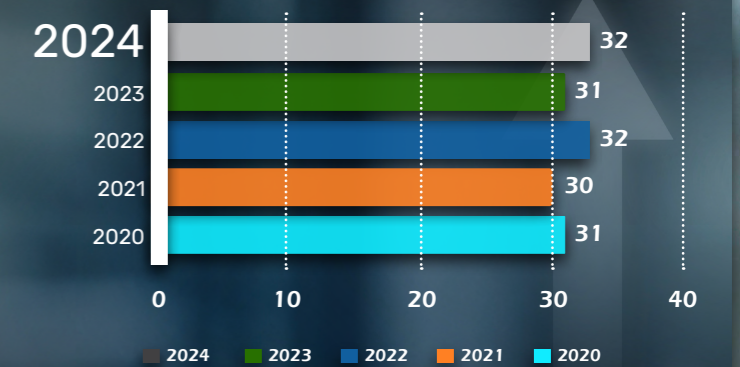
RETAINED SURPLUS:

+11.5%

- Technology and Human Resources remains our largest investment of 81.7% of total expenses.
- Diversified Revenues amounts to R1 142K

Please note that financial figures contained in this report are extracted from The Insurance Crime Bureau's Annual Financial Statements, prepared in accordance with International Financial Reporting Standards. Full copies are available to relevant parties on request to info@saicb.co.za. The Annual Financial Statements are audited by AFCA & Partners.

NON-LIFE & LIFE MEMBER GROWTH



CEO MESSAGE.



2024 has been an eventful year for both the Insurance Crime Bureau and South Africa as a country - in most cases all positive events, opening doors for positive and exciting progress. One of my all-time favourite quotes from Charles Darwin is "The only thing that is constant is change."

Organisational change is strategically crucial to stay relevant, innovative and to thrive in today's rapidly evolving landscape. Equally important is effective change management to realise strategic objectives, technological advancements and to adapt to changing environmental challenges. By proactively restructuring processes and cultivating a culture of continuous improvement, we believe that we can unlock significant additional benefits for all our stakeholders.

"Change is inevitable. Progress is optional." - Tony Robbins

By embracing change as a strategic imperative, the Insurance Crime Bureau aims to position ourselves for long-term success, to stay ahead of the curve and thus create a lasting impact in the Financial Services Sector.

The insurance industry plays a vital role in combating crime and supporting law enforcement efforts, going beyond mere risk management. Insurers have a responsibility to proactively identify and prevent fraudulent activities, collaborating with authorities to investigate and prosecute crimes like insurance fraud, money laundering and terrorism financing. By sharing data and intelligence, insurers help Law Enforcement Agencies track and dismantle organised crime networks. Additionally, insurance companies provide critical support to victims of crime, offering financial protection and peace of mind through tailored policies. Effective Public-Private Partnerships enable the industry to contribute to crime prevention initiatives, fund community programs and promote financial inclusion. By leveraging their expertise and resources, insurers can help create safer communities, reduce financial losses and promote justice, ultimately benefiting society.

As an entity we are proud that both our Financial Results, as well as our Return on Investment to our Members, continues to increase and strengthen.

It is noteworthy that during this year Ronnie Napier resigned as chair of the ICB, this after 12 years of valuable service. We would like to extend our sincere gratitude to Ronnie for his leadership and we wish him well in his retirement. Words cannot encapsulate the value Ronnie brought, not only to the organisation, but also to myself as CEO. We will always be extremely grateful for his service.

Joining us from the 1st of July 2024, as our incoming chair we welcome, John Melville. John is well known to most of our Members, as he has long and successful history within the insurance industry. We are all looking forward to working with John and I am personally grateful that he has accepted the challenge of guiding us through the next stage of our development.

Moving into 2025 what we are desperate to do, is more of what we do. Our request remains the same as always - be an active citizen and look to be a part of the team #makingadifference and investing in the future of South Africa.

Garth de Klerk
CEO

COO MESSAGE.



Over the past year, we've reached new milestones in stakeholder engagement, strengthening our connections with key partners such as our Members, SAPS, Hawks, NPA, the Road Traffic Management Corporation (RTMC), FIC, Special Investigation Unit (SIU), SARS, Homeland Security Investigations, Department of Transport and many others. The enthusiasm from government departments and units within the Security Cluster to collaborate with us is a source of pride and reinforces our commitment to making South Africa a safer place.

Our work and support in tackling syndicates involved in kidnapping, drug trafficking, white-collar crime, digital scams, contract killings amongst others, underscore our role as a central resource for criminal investigations. We are widely regarded as the nodal point and leading organisation in crime-fighting initiatives. The data, information and intelligence provided by the ICB is highly valued by the Security Cluster and plays a critical role in operations against organised crime syndicates. We have demonstrated to the Department of Home Affairs that our collaboration is essential in combating both internal and external corruption / fraud and we are on the verge of formalising this relationship through a Memorandum of Understanding.



The ICB has also advanced training for the insurance industry, dedicating significant time to train industry staff and brokers alike. It's clear that broker training is essential, given their distance from the types of crimes impacting the industry. Additionally, the specialised training provided to staff within the Government Security Cluster, SIU and other departments has been invaluable in combating organised crime.

I am deeply proud to be part of the ICB Operations Team. I applaud their hard work, dedication and sacrifices made in the service of South Africa's safety. I also extend my gratitude to our Member teams actively involved in crime prevention across the industry—these partnerships will make a lasting impact.

My heartfelt thanks to the dedicated staff at SAPS, Hawks, FIC, SIU, NPA, RTMC, SARS and all others who are fighting crime in South Africa.

Together, we will succeed!

Hugo van Zyl
COO

BOARD OF DIRECTORS.



Ronnie Napier
Chairman of the Board



Garth de Klerk
Insurance Crime Bureau



Hugo van Zyl
Insurance Crime Bureau



Rishilla Govender
Insurance Crime Bureau



Kagiso Mogale
ABSA



Marius Pienaar
Santam



Cloud Saungweme
Bryte



Selvan Naidu
Standard Insurance Limited



Pamela Ramagaga
SAIA



Francois Theron
Discovery Insure



Gary Slater
Old Mutual Insure



Lovashnee Forte
Hollard



JP Human
Telesure



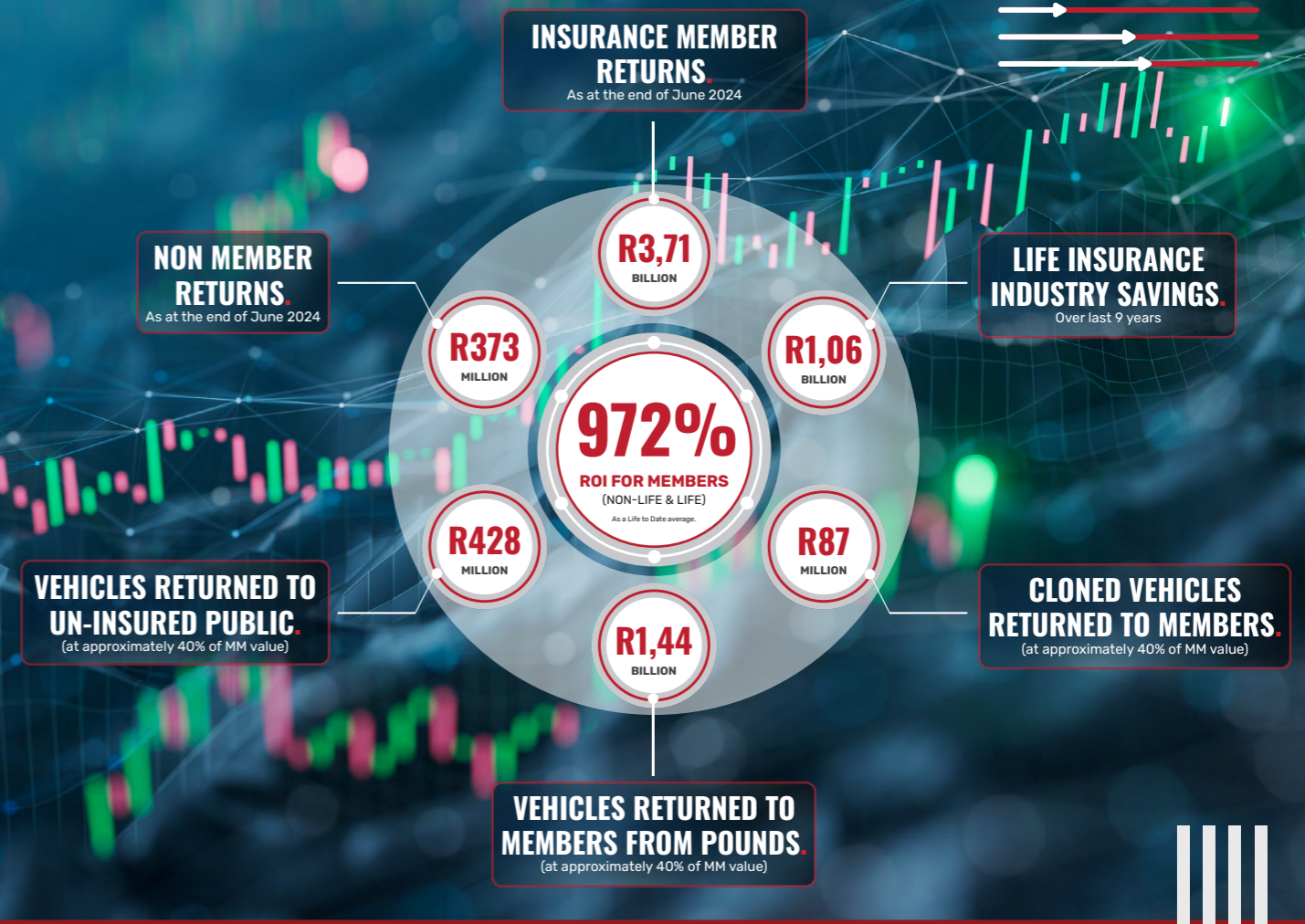
Roshan Maharaj
Outsurance



OPERATIONAL SUCCESS INDICATORS.

TOTAL FINANCIAL RETURNS:
R 4,54 Billion

ROI **ROE**



“ We live in a country where insurance crime threatens not only the credibility of the insurance industry but negatively impacts on the lives of many South Africans. It takes partnership and a multi-layered strategy which drives innovation, leverages technology and is fearless in its pursuit of justice to make a substantial shift – this comes in the form of the Insurance Crime Bureau. The Insurance Crime Bureau is making a meaningful and measurable contribution to ensuring that the insurance industry continues to create economic value in a way that also creates value for the wider South African society. Hollard is proud to be a part of this shift. ”

Lovashnee Forte
Hollard

OPERATIONS REPORT.

“ Collaborative efforts between the South African Cyber Fraud Task Team and Organisations like the SAICB are crucial in the fight against fraud and other related crimes. Our collective efforts the past two years has seen the successful arrest of the some of the largest drug trafficking, human trafficking, child exploitation as well as organised criminal groups conducting cybercrimes within South Africa.

By leveraging our collective expertise and resources, we not only enhance our investigative capabilities but also build a framework of trust and integrity that safeguards our society’s future. Together, we can create a resilient network that effectively combats crime and upholds ethical standards. ”

Uli Kruger
United States Department of Homeland Security

NON-LIFE OPERATIONS.

“ Optimism in South Africa in 2024 certainly received a well-deserved boost and it is prevalent in the willingness to address criminal enterprises which are having a devastating impact on the community and businesses. From the construction industry, hospitality, basic services like water and sanitation to emergency services, all are vulnerable to the dangerous threat of criminal enterprises. The Insurance Industry has always been considered as a piggy bank by criminal enterprises, making the Insurance Crime Bureau one of the most relevant institutions in clawing back a normal society, living free from the fear and terror of organised crime. ”

Louwrens Liebenberg
Head of Non-Life Insurance Operations

“ This year, we continued to provide crucial support to our Members and Stakeholders through joint investigations, intelligence sharing and specialised training. Our team has been dedicated to combating insurance fraud and related crimes, particularly “Murder for Money,” a serious threat within our country. By harnessing the combined resources of Member companies, Law Enforcement Agencies and other partners, we’ve facilitated the detection, prevention and mitigation of insurance fraud. The team has not only worked on mitigating fraud, but has also supported the prosecution of those involved in life insurance fraud and the related criminal acts, reinforcing industry-wide vigilance and safety. ”

Johan Steyn
Head of Life Insurance Operations

LIFE OPERATIONS.



INVESTIGATIONS HUB NON-LIFE.

+939%

RETURN ON INVESTMENT FOR MEMBERS

As a Life to Date average.

The capture of law enforcement institutions and the ability to prosecute without fear or favour are unfortunately still experienced daily and the Insurance Crime Bureau investigators have a constant battle to ensure that cases enrolled at court are kept on the court roll. This necessitates that investigators must be present at all court appearances. Except for investigations addressing criminal structures involved in vehicle theft and hijacking, the Insurance Crime Bureau concentrated during this year on two main areas of concern that we know have a huge impact on our industry in relation to vehicle crime.

Firstly, education and training where we educate our partners such as the various components of the South African Police Service, tracking companies, our own Member companies and other external role players on the complexities and finer points of vehicle crime investigation.

We have noted with concern that cases against criminals arrested for vehicle crime are often not enrolled or subsequently withdrawn due to various factors such as poor response on crime scenes by First Responders, incomplete statements by SAPS members and a lack of understanding of the latest Modus Operandi of criminals by the Prosecuting Authority. Through our interaction with our partners and platforms created such as the Provincial Vehicle Crime Forums, we are addressing these issues on all levels from the boots on the ground members, to the Judicial System with the goal to create better understanding and obtain solid convictions.

Secondly, we are looking at how we can more effectively combat the proliferation of cloned vehicle records and curb this by implementing systems changes and through identification of corrupt system users within the vehicle registration and licensing environment. Car Thieves are operating in well-structured groups and using high tech equipment to bypass the security systems of the most popular brands of vehicles. Addressing one group just creates more opportunity for the next, but addressing the market and the role players involved who legitimise stolen vehicles serves to disrupt their processes. Addressing the scourge of "Blue Light Robbers" operating especially in Gauteng, Northwest and Mpumalanga remains one of our top priorities.



“ Insurance fraud is an ongoing challenge in our industry, making it crucial to stay vigilant through good corporate governance, innovation, and accountability for any corruption within our businesses. Collaboration—with government, law enforcement, and industry—is key to overcoming this. At Bryte, we remain fully committed to upholding the highest standards of integrity within our business and the industry. ”

Cloud Saungweme
Bryte

Identity theft and the compromise of personal data used by criminals for fraudulent claims, combined with sophisticated false supporting documentation and inside knowledge of the industry red flags and business rules, make it very difficult to detect unless intelligence and evidence is shared.

Projects Mashonisa and Navigator are linked investigations, where a criminal group with inside knowledge submitted fast track claims at multiple insurers on identities illegally obtained. The syndicate submits claims from all regions in South Africa, with very detailed damage reports and falsified supporting

documentation. To date 98 unique identities have been linked to the investigation where claims were submitted by the syndicate using 59 different bank accounts on 69 policies.

The information team at the Insurance Crime Bureau through their interaction with Members on the Web Enquiry System (WES), has evolved to become an integral part of claims validation by insurance staff. The savings and ROI from this portfolio is a testimony of the dedication and thoroughness of this team.

INVESTIGATIONS HUB LIFE.

+1097%

RETURN ON INVESTMENT FOR MEMBERS

As a Life to Date average.

Life insurance fraud is on the rise, with a significant increase in “murder for money” cases. To address this, a specialised task team from the SAPS Head Office, in collaboration with the ICB, was established to investigate cases in the Eastern and Western Cape. A delegation of senior SAPS officers visited the stations identified by the ICB, gathering cases linked to murders committed for insurance payouts.

ANOTHER SERIAL FEMALE MURDERER IDENTIFIED:

The South African Police Service (SAPS) requested the assistance of the Insurance Crime Bureau (ICB) in multiple murder investigations in the Limpopo and Gauteng provinces. In each case, the insured individuals were killed shortly after their life insurance policies began, with syndicates specifically targeting life and accidental death coverage.

The Directorate of Public Prosecutions has assigned a team of three advocates to guide the investigation, with the aim of arresting all family members implicated by the evidence. Charges will include money laundering, racketeering, fraud, and murder. While 90% of the investigation is complete, ballistic reports are still pending for two cases involving victims who were shot.

The ICB’s findings revealed that the victims were chosen based on their status and connections, with the murders orchestrated by a family-run syndicate occasionally enlisting outside help. The arrests will proceed once the Directorate of Public Prosecutions issues the necessary warrants.

The investigation has linked the suspects to seven murders involving methods such as poisoning, drowning, and shooting. The syndicate has targeted 12 insurance companies with a combined exposure of R18,140,363, and the main suspects include members of SAPS.

“ Fraud today is a high-tech game of cat and mouse, and we are right in the middle of it. When you think of fraud, you might picture someone forging a bank statement or faking an invoice. With the current fraud trends, we have seen that those days are long gone. Technology is a double-edged sword in our line of work, collaboration with the ICB and the industry helps us stay ahead of fraudsters. 2024 was a great year, the industry has yet again shown resilience and robustness in combating crime.”

Kagiso Mogale
ABSA



HIGHEST PAPER CHILD CLAIMANT:

The suspect committed fraud involving “Paper Children” from 2007 to 2017. The ICB began the investigation in 2017 and identified both the suspect and the fraudulent claims she had submitted. A total of 45 policies across nine companies were uncovered, amounting to R850,000. The claims, each ranging from R10,000 to R20,000, were small enough to stay under the radar, providing the suspect with a steady income every other month.

The suspect confessed to collaborating with an official from the Department of Home Affairs (DHA) to obtain fraudulent birth certificates, which she later used to claim SASSA benefits. She subsequently took out life insurance policies on these fictitious children, later “killing them off on paper” with the help of an undertaker who provided death certificates and other documents necessary to file claims with various insurance companies. The DHA official has been identified, dismissed, and will face trial alongside the suspect.

PRESERVATION ORDER GRANTED WITH THE ASSISTANTS OF FIC:

The Memorandum of Understanding (MOU) between the Financial Intelligence Centre (FIC) and the ICB recently led to a successful outcome. The High Court granted a preservation order on two properties and a luxury SUV to help a Member company recover losses from false invoices issued by one of its employees. While these assets won’t fully cover the losses, this action sends a clear message that crime does not pay. The FIC is currently handling six additional cases with support from the ICB, all awaiting preservation orders. Each case involves foreign nationals defrauding the life insurance industry through life and credit life policies.

UNKNOWN BODY IDENTIFIED FRAUDULENTLY AND STOPPED:

In this investigation, an employee of a prominent funeral parlour fraudulently identified an unknown body as his relative. Through the collaboration of ICB, SAPS, and KZN Forensic Pathology Services, the attempted body theft was halted and one suspect was arrested. The investigation is ongoing, with additional suspects identified as part of a syndicate attempting to claim nearly R600,000 in fraudulent insurance payouts for the misidentified body. This collaboration has been successful in preventing multiple fraudulent body identifications.

THE EXTENT OF CRIME IN SOUTH AFRICA.

Crime has been a persistent issue in South Africa, where high rates span a wide range of offenses and continue to impact society significantly. While some progress has been made, crime remains a serious challenge. Its effects are deeply felt, causing not only physical harm but also a widespread sense of fear and insecurity, which disrupts daily life and restricts freedom of movement.

Various efforts including stronger Law Enforcement, community programs and social initiatives have been made to combat crime, but the scale of the issue requires ongoing, comprehensive solutions. Reducing crime's impact and ensuring community safety, demands a multifaceted strategy that addresses root causes, enhances Law Enforcement and judicial efficiency and promotes economic and social development. As a nation, we must stay committed to these efforts to build a safer, more resilient society.

ANNUAL FIGURES 2023/2024 FINANCIAL YEAR.

(April 2023 To March 2024)



TOTAL CONTACT CRIMES.
Crimes against the person Increased **24 648 MORE** than the previous year.

TOTAL MURDERS.
Number of reported murders Increased **127 MORE** than the previous year.

TOTAL SEXUAL OFFENCES.
Number of reported offences Decreased **213 LESS** than the previous year.

CARJACKING.
Number of reported cases Increased **33 MORE** than the previous year.

RESIDENTIAL ROBBERY.
Number of reported robberies Increased **549 MORE** than the previous year.

SAPS RECORDED CRIME STATISTICS.

CROSS POLICE LINE DO NOT CROSS



678 701

27 621

53 285

22 735

23 614

1 600 868
17 COMMUNITY REPORTED SERIOUS CRIMES



17 COMMUNITY REPORTED SERIOUS CRIMES.

The South African Police Service (SAPS) has accepted a new and challenging objective of ensuring that its crime statistics are in line with international best practice. This will be achieved through a Memorandum of Understanding with Statistics South Africa (Stats SA), aimed at further enhancing the quality and integrity of the South African crime statistics. The crime statistics generated by SAPS are an important link in the value chain of the statistics system, which informs policy development and planning in the criminal justice system. The collaboration with StatsSA will go a long way in enhancing the integrity of the SAPS crime statistics and ensuring that policy-makers have quality data to assist them with making policy decisions.

REPUBLIC OF SOUTH AFRICA - CRIME SITUATION

CRIME CATEGORY	2022 / 2023	2023 / 2024	% Change
CONTACT CRIME (CRIMES AGAINST THE PERSON)			
1. Murder	27 494	27 621	0,5%
2. Attempted murder	25 131	28 451	13,2%
3. Assault (Grievous Bodily Harm)	169 374	179 572	6,0%
4. Common assault	185 374	190 399	2,7%
5. Aggravated robbery	146 125	150 317	2,9%
6. Common robbery	47 057	49 056	4,2%
7. Sexual offences	53 498	53 285	-0,4%
CONTACT RELATED CRIMES			
8. Arson	3 626	3 419	-5,7%
9. Malicious damage to prop.	115 118	112 466	-2,3%
PROPERTY RELATED CRIMES			
10. Burglary - residential	163 493	154 041	-5,8%
11. Burglary - non residential	62 588	58 055	-7,2%
12. Theft of MV & motorcycle	37 461	36 695	-2,0%
13. Theft from motor vehicle	87 173	86 639	-0,6%
14. Stock theft	25 255	24 935	-1,3%
OTHER SERIOUS CRIMES			
15. Theft other (not mentioned elsewhere)	275 452	265 290	-3,7%
16. Commercial crime	112 592	127 510	13,2%
17. Shoplifting	49 697	53 117	6,9%

Source: SAPS

Vehicle-related crimes have proven to be a lucrative source of income for organised crime syndicates in South Africa in recent years. Since its invention, the motor vehicle has been a sought-after commodity for criminal enterprises worldwide. Stolen vehicles are not only used to commit other crimes, but the broader economic impact is significant, including increased insurance settlement costs, higher premiums, job losses and the socio-economic toll on communities. Additionally, victims face uninsured financial losses, the inconvenience of losing their vehicle and the psychological cost of victimization. The scale of these crimes underscores the need to prioritise combating vehicle-related offences.

With constant technological advancements and greater accessibility, it is unsurprising that criminal activity has become increasingly sophisticated, often involving cutting-edge technology. In response, motor manufacturers have incorporated the latest security technologies into their vehicles, enhancing their competitive edge in the marketplace. However, vehicle theft syndicates have also adapted, developing new methods to exploit these technological advancements. Unfortunately, Law Enforcement Agencies have struggled to keep pace with these rapid developments, contributing to the steady rise in vehicle thefts over the years.

Public-Private Partnerships (PPP) have proven to be critical in addressing this type of crime. Businesses and organisations such as the Insurance Crime Bureau and Tracker Connect have played significant roles by sharing data, expertise and resources to combat vehicle-related crime effectively.

Together through collaboration, we can make a real difference.

Vic Chitanand
Tracker

“ As a member of The ICB I am frequently reminded by our actions and outputs, that we are a group of like-minded people pulling together in the same direction with a dogged singular focus of combatting crime in our country. We are still very much focussed on non-life and life insurance crime whilst being fully aware of the truth that crime knows no boundaries and criminal actors traverse several modus operandi for illicit gains. Besides the many solved criminal cases, arrests and prosecutions, the behind the scenes intelligence work leveraging off renewed focus on our Information Technology strengths is what our members and the community at large can look forward to.

Insurance crime presents itself in many forms, from the most sinister examples of murder for money to the opportunistic crime of padding (claiming for assets that one has no right to claim for e.g. You have a legitimate incident but choose to add an item that was never stolen or increase the specifications of a stolen item). The desensitisation of society is a reality and as South Africans we experience this regularly. The padding of an insurance claim or driving a motor vehicle under the influence of alcohol or speeding begin to pale in comparison to murdering your family member to claim a funeral or underwritten life benefit. Should this kind of ethos take hold, then the unfortunate reality is that good people then only react to the worst actions of bad people and society is then moved into the realm of accepting certain bad actions and bad actors as relativity takes hold.

The ICB, similar other associations and state authorities are mandated to prevent this from happening. Every bad action is treated as such where relativity to other worse actions is not a measure to determine whether or not a bad act was committed but rather only used to determine what the relevant penalty should be. A society that becomes more accepting of 'lesser evils' presents fertile ground for organised crime to be birthed, imported and flourish, after-all their actions are solely for money and power by any means necessary. Although criminal acts may present differently, our efforts to detect or prevent opportunistic fraud are similar to detect or prevent syndicated fraud. The ICB or any other similar organisation cannot achieve such results without collaborating with several state and other private stakeholders.

The glory we seek lies in the ability to do the right thing, to combat crime across all its various faces it may present. To achieve these objectives The ICB knows that we must collaborate with other like-minded people and band together to keep South Africa safe for all its people. Whether you are an insured client of one of our members or not, the benefits of our joint efforts are yours to claim.

Roshan Maharaj
Outsurance

OUR STRATEGY.

Implementing a strong strategy is crucial for achieving success in any organisation. A well-crafted strategy serves as a roadmap, guiding decisions and actions towards a clear objective. Strategic thinking assists in allocating resources efficiently, prioritising efforts, and creating meaningful focus.

By strategically defining the Insurance Crime Bureaus direction, strategy ensures all stakeholders are aligned to the same goals, coordination, and most importantly community effort.

A resilient strategy enables the ICB to be flexible in an evolving environment, optimising the way we anticipate opportunities, adjusting our efforts as required. This proactive stance allows for timely responses to shifting circumstances, minimising risks and maximising gains. Moreover, a robust strategy encourages continuous learning and improvement, driving innovation and growth.

In the absence of a strong strategy an organisation runs the risk of drifting aimlessly, struggling to achieve meaningful progress. Conversely, a well-executed strategy yields meaningful benefits, including enhanced relevance, improved productivity, and increased results. The ICB has always subscribed to investing time and effort into developing and implementing a solid strategy, and we believe that this is clearly illustrated in the strong financial growth, increased ROI to all our stakeholders, as well as significantly improved deployment of technology over the years.

Please join us as we continue with this strategic journey, positioning ourselves to make a **BIGGER difference in South Africa!**

INSURANCE CRIME BUREAU STRATEGIC PILLARS.



EXPANDED EMINENCE

Widening the Insurance Crime Bureau's industry presence.

Be the preferred intelligence authority and partner for the broader financial sector.



ELEVATED STAKEHOLDER MANAGEMENT

High-touch key stakeholder management plan.

Intentionally and consistently continue to embed and deepen our partnerships and collaboration with public and private entities.



DIGITAL MODERNISATION

Future fit focus.

Easily accessible, real time, accurate and digestible intelligence.

Scalable technology platforms & tools.



CORPORATE GOVERNANCE.

During the financial year, the Governance Committee ensured compliance and governance risks were well managed, with bi-annual reassessments.

The committee continued its focus on IT governance and requested that a Pen Test be conducted to identify any security risk with the organisation's security infrastructure, this revealed two low-level findings with no significant vulnerabilities. The Committee was comfortable with the organisation security infrastructure and management has an action plan in place to resolve these findings. Additionally, the organisation has rolled out security awareness training for employees to ensure vigilance against security threats. A new Head of IT and Head of Data Integration was appointed to support the digital modernisation strategy. The organisation's financial performance remained solid. The IT Board Committee was revived for strategic projects.

The Committee also maintained oversight of the Investment and Employment Equity Committees, noting strong investment revenue and significant progress in transformation goals.

Deputy Chairperson of the Committee Ronnie Napier resigned, with John Melville succeeding him. I would like to extend my heartfelt thanks to Mr. Ronnie Napier for his dedicated service and invaluable contributions to the Committee over the years. His commitment to maintaining the highest standards of governance has been central to our success. We warmly welcome Mr. John Melville as the new Deputy Chairperson and look forward to his leadership and insights in continuing our mission.

The Committee remains satisfied that all identified risks are being appropriately managed and addressed by management. No significant governance or compliance issues were identified, and the Committee commends management's efforts.



The Importance of Evolving Technology in Fraud and Investigations.

In today's rapidly advancing digital landscape, the importance of evolving technology in the fraud and investigations space cannot be overstated. As fraudsters become more sophisticated, leveraging cutting-edge technology is crucial for staying ahead and ensuring the integrity of financial systems, corporate environments, and personal data.

Enhanced Detection and Prevention

The Organisation has adopted a modern technological approach which is revolutionising the way in which fraud is detected, investigated and mitigated. Advanced algorithms and machine learning models which can analyse vast amounts of data in real-time, identifying patterns and anomalies are some of the techniques that are being investigated.

Improved Data Analysis

We are applying more focus on big data analytics as a pivotal role in fraud investigations. By aggregating and analysing data from various sources, investigators can uncover hidden connections and trends that might be missed through manual analysis. This comprehensive approach allows for a deeper understanding of fraudulent schemes and helps in identifying the perpetrators.

Enhanced Cybersecurity Measures

With cybercrime on the rise, robust cybersecurity



encryption, multi-factor authentication and continuous training bolster security for both users and data, making unauthorised access more challenging.

Streamlined Investigative Processes

Technology has significantly streamlined investigative processes, making them more efficient and effective. Our use of digital forensics tools and case management software have enhanced the efficiency of fraud investigations. These tools allow investigators to process evidence quickly and accurately, expediting case resolution.

Collaboration and Information Sharing

Evolving technology has facilitated better collaboration and information sharing among different stakeholders in the insurance, fraud and investigations space. Secure digital platforms support real-time information sharing among stakeholders, including law enforcement and financial institutions. This collaborative approach strengthens fraud prevention efforts by enabling coordinated responses.

Future Trends and Innovations

Looking ahead, the organisation intends integrating technologies such as process automation, AI learning, and the Internet of Things (IoT) which will continue to shape the fraud and investigations landscape. AI and IoT devices can provide real-time monitoring and analysis, further enhancing the ability to detect and prevent fraudulent activities.

“The evolving technology in the fraud and investigations space is a double-edged sword. While it provides fraudsters with new tools and methods, it also equips investigators with powerful resources to combat fraud more effectively. By staying abreast of technological advancements, the ICB can continuously adapt to new challenges, assisting organisations to protect themselves and their stakeholders from the ever-present threat of fraud and related crimes. Embracing these technologies is not just an option but a necessity in the ongoing battle against fraud.”

Nashtheer Sankar
Head: Information Technology

INSURANCE MEMBERS.



When combating insurance fraud and the related crimes, we strongly believe that the financial services industries need to work together rather than acting in isolation as individual companies. The Insurance Crime Bureau is a membership-based organisation that relies on the support, trust and partnership of insurance companies, Law Enforcement Agencies and related stakeholders Nationwide. In turn, we offer experience and extensive resources as well as comprehensive insurance fraud detection and investigation services to our Members, to help them enhance their fraud-fighting capabilities.

ASSOCIATE MEMBERS



2024 ANNUAL CONFERENCE.

The primary goal of this year's conference themed "Breaking Barriers & Building Bridges For The Future", was to bring the industry together in open dialogue, under one roof to discuss the issues facing our Nation and to discuss and develop possible strategies on how to effectively address organised crime.

We unpacked challenges and opportunities, as well as broadened awareness on current and emerging trends with leading professionals, who are at the forefront of their industries.

We also explored new approaches for improving the effectiveness of our community and how we can effectively link our strategies in deterring and prosecuting criminal syndicates. Attendees were afforded the opportunity to be part of the discussions, network with industry leaders, gain insight, explore the newest resources, technologies, tools and opportunities for collaborating in combatting insurance fraud and the related crimes in South Africa.



INDUSTRY EXECUTIVE BREAKFAST.



At the 2024 Industry Executive Breakfast, we united our members and partners committed to fighting insurance fraud and associated crimes.

The event was an opportunity to celebrate past achievements, reflect on our shared progress, and outline a vision for a stronger and more successful future. It was truly an honour to see so many respected professionals gathered, each of whom has contributed significantly to shaping the insurance industry.






KEY STAKEHOLDERS.

Effective collaboration is built on the idea of dividing tasks and working together to accomplish them. The Insurance Crime Bureau serves as a central Intelligence Hub for gathering information and resources, as well as fostering opportunities for collaboration to reduce risk. Our key stakeholders include Law Enforcement Agencies, Members, industry experts and suppliers.

When stakeholders unite around shared goals, they co-labour, brainstorm and develop solutions by working side by side. Without the dedication of our stakeholders, our organisation would not exist. Each of them is crucial to our success and we celebrate the positive outcomes highlighted in this report together. We extend our sincere gratitude for your ongoing support, effort and valued partnership.

- **Asset Forfeiture Unit**
- **Business Leadership South Africa**
- **Credit Bureaus**
- **Cross Border Police Forces**
- **Directorate of Priority Crime Investigation**
- **Financial Intelligence Centre**
- **Financial Services Conduct Authority**
- **Gauteng Department of Roads and Transport**
- **IAATI**
- **IASIU**
- **Micro Dotting Companies**
- **National Association of Automobile Manufacturers**
- **National Department of Health**
- **National Prosecuting Authorities**
- **Road Traffic Management Corporation**
- **SABRIC**
- **Salvage Dealers**
- **South African Banking Risk Industry Council**
- **South African Fraud Prevention Services**
- **South African Insurance Association**
- **South African Police Service**
- **South African Revenue Services**
- **The Road Accident Fund**
- **Tracking Companies**
- **Vehicle Rental Companies**
- **Zonke Unicode**
- ***and many others...***



“ At IAATI, we recognise that the fight against fraud and vehicle related crimes demands more than individual effort, it requires the unified commitment of all stakeholders. As I write this from the Swart Kopfontein border post in the North-West, where I am with 24 industry members, including two from the Insurance Crime Bureau, training SAPS members and participating in a multi-disciplinary operation, I see firsthand how Public-Private Partnerships serve as a vital pillar in fostering collaboration. These partnerships allow law enforcement, industry partners, and the wider community to work together to safeguard integrity and make South Africa safer for everyone. As criminals become increasingly sophisticated, we cannot afford to operate in isolation. By sharing resources, providing essential training, and fostering cooperation, we ensure we stay ahead of emerging threats from criminal syndicates. Only through these shared responsibilities and collective efforts can we truly protect our societies from the evolving dangers of fraud and vehicle related crime. ”

Daan Nel
IAATI President



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