



# INSURANCE CRIME BUREAU

## CEO's Note

INTELLIGENCE THAT WORKS

“ Is this the year that “normality” returns, or have we evolved? ”

Month: Feb 2022 | Website: [www.saicb.co.za](http://www.saicb.co.za) | Q1 CEO's Note

As we settle down into the new year, let me start by wishing all of you a fantastic 2022 and I sincerely hope the year brings you **happiness, peace, and prosperity**. I would like us to take this opportunity to recognise our collaborative industry achievements this last year which were outlined in our 2021 Annual Report, while aggressively exploring 2022's potential.

Moving rapidly into 2022 I must say that it looks as if “**optimism**” is the consensus for the year. Everybody I have spoken to seems to be quite energised, convinced that this is the year that we will exit the Pandemic, even possibly starting to experience a “normal life” again. However, I am hoping that as organisations we have evolved, that we will be asking ourselves hard questions as to what we have learnt around how to improve our resource & time management, communication, and deployment of technologies.

We all agree that strategic strength is the foundation for success. Over the last few years we have learnt that our strategic strength is the ability to set the right goals, then creating relevant action plans followed up with strong implementation.

Looking at the immediate future we will continue to implement our strategy as outlined in our Annual Report. The focus remains on operational excellence, IT capabilities, utilisation of Artificial Intelligence, our case management, as well as improving how we interact and communicate with our stakeholders.

In 2022 the Insurance Crime Bureau is looking to further expand our sphere of influence by offering services to a broader base of stakeholders within the Financial Services Sector. As part of this we will be working with industry organisations such as SABRIC, on information sharing projects as well as skills creation.

Being realistic South Africa continues to operate under really challenging circumstances. We need to ignore distractions and identify key challenges to design outcomes that will move us forward as a Nation.

### EXAMPLES OF ISSUES FACING SOUTH AFRICA ARE:

- Economic reconstruction and recovery.
- Job creation.
- Rural development and land reform.
- Combatting multiple forms of violent crime, including gender-based violence.
- Anti-corruption in both Public and Private Sectors.

Despite these complex challenges, we remain optimistic that by replicating the successes seen within the Insurance Industry and through co-operation as a community, we will be successful. However, to achieve this we will need to add determination to optimism, as it is going to take a lot of effort and investment to combat these challenges to rebuild our Country.

May you all play a part in the future, **#makingadifference** along with the Insurance Crime Bureau.

Be safe.

**Garth de Klerk**  
Insurance Crime Bureau - CEO