



INSURANCE CRIME BUREAU

CEO's Note

“ The State of the Insurance Crime Bureau ”

INTELLIGENCE THAT WORKS

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I often hear people saying that “*you are lucky to work for the Insurance Crime Bureau, as it is such a great organisation*”. In these cases, I am reminded of the quote by the philosopher Henry Thoreau - **“Success usually comes to those who are too busy to be looking for it.”**

Looking back on the last 12 months it has been both an eventful and successful year. I encourage you to look out for our Annual Report due for release towards the end of November, in which we will unpack some of these successes.

In recognising these successes, I would like to take this opportunity to publicly thank the Board, the Executive, as well as all my colleagues that work so tirelessly within the organisation and the broader industry, to make the Insurance Crime Bureau what it is – a tight, proud community successfully **#makingadifference**.

Combatting crime as a community requires effort and harnessing the power of the collective. By standing together, business, Law Enforcement and society can create a formidable force against criminal activity. Collaborative efforts with Law Enforcement Agencies fosters trust, ensures effective communication and leverage already stretched resources. By joining forces, we can reclaim our streets, strengthen social bonds and forge a brighter future – one where every individual feels valued, protected and empowered to thrive.

Going forward the Insurance Crime Bureau is clear on its role within the financial services sector, as well as its strategy for the next five years - focussed on relevant Expansion, meaningful Stakeholder Relations coupled with improving the Digital offering.

The Financial Services Sector being one of the largest sectors in SA, continues to be plagued by targeted fraud,

abuse and crime. This despite the positive indicators such as the new Government of National Unity, recent Eskom stability, controlled Inflation, declining Interest rates and the strengthening Rand.

Unfortunately, some of these positives are undone by more immediate social pressures, the long lag in real economic recovery, worsened by individual political agendas aimed at stirring unrest and unhappiness in an already volatile country.

As an organisation we acknowledge the societal challenges posed by physical crime, we also recognise the resilience and strength of individuals and communities coming together to create positive change. By supporting one another, fostering empathy and implementing effective solutions, we can build safer, more compassionate societies where everyone can thrive.

Each small step forward represents a collective victory paving the way for a brighter future filled with hope, understanding, and opportunity for all.

Please continue to interact with us on social media to explore with us how you can get involved. Look out for our Annual Report in late November to hear more about successes, lessons learnt, our strategy as well as some interventions we have created to protect you.

I am proud to be a piece of the successful, hardworking, South African puzzle – ARE YOU?

Garth de Klerk
Insurance Crime Bureau - CEO